



EAGAN HEIGHTS

— APARTMENTS —

COMMUNITY POLICIES

WELCOME HOME!

We are proud that you have chosen Eagan Heights for your new home and look forward to your residency for many years to come. We intend to earn your loyalty by offering every possible service, comfort, and amenity - providing you with a New Level of Living.

This packet of community policies and information will familiarize you with Eagan Heights Apartments and help answer any questions you may have before and after moving in. All information within this packet is considered part of the terms of your Lease agreement and must be abided by. If we can ever be of any further assistance, please do not hesitate to contact us.

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RENTAL PAYMENTS



Rent

Rent and amenity fee payments are due on or before the 1st of each month. Please note that your lease requires you to pay rent online unless otherwise authorized by Management. You can use your checking or savings account (free) or credit/debit card (service charge applies). Note: No cash transactions are accepted in the Rental Office.

Online Payment Account

To create your online account:

1. Go to condorliving.com
2. Click *Residents Area* in the upper right-hand corner
3. On the resident home screen, click *Pay Rent Online*.
4. Click *Log In* and scroll down to the bottom right, click *Sign up*.
5. Enter your email, and Account number: _____
6. Enter this six-digit e-pay code: _____
7. Click *Sign up*. An email link will be sent to complete the set up.

Each resident will need to create their own account by clicking *Sign up* using the same account number and e-pay code listed above.

While logged into Resident Web Access, click the tabs at the top of the Dashboard to:

- Make a payment.
- View your open charges.
- Display your transaction history.
- Change your password and update personal information.
- Sign up for Positive Credit Reporting.

Late Rent

All payments due under the terms of the Lease and addenda are subject to fees and eviction action as stipulated in the Lease. We understand that a situation beyond your control may arise; in that case, you must contact Management to have a written payment plan approved no later than the second day of the month in which you are unable to pay on time. Repeat late payments may result in the early termination or non-renewal of the lease.

OFFICE SERVICES



Eagan Heights Apartments is pleased to provide convenient office services to make your life a little easier. If we can assist you in other ways, please don't hesitate to ask.

Apartment Sitting

When away from home for an extended period, the Rental Office staff will be happy to check your apartment, water your plants, feed your pets (conditions apply), and pick up your mail during office hours. Mail can be placed in your apartment or held in the Office until your return; the Post Office will also hold your mail at their location. Just let the staff know the dates you will be gone. Even if you don't need assistance, always let the office know if you are going to be away for more than a week. Situations may arise where we need resident cooperation to move vehicles or access apartments, etc., and it may be important we know that you are unavailable.

Communication

There are a number of ways in which you can communicate with the Rental Office and emergency maintenance staff. A list of contact information has been provided in your Welcome Packet. Please know that we are here to help and will do our best to respond in a timely manner whether by phone, email, or in person. We understand that stressful situations can arise, but communication with staff (and vice versa) must be professional and respectful at all times.

Copy Machine

The copy machine in the Rental Office can be used during business hours. There is no charge for low quantities of copies. Use of our office computers or email is not allowed.

HVAC Filters

To achieve maximum efficiency from your HVAC system, filters should be cleaned on a regular basis. The maintenance staff will provide this service for you on a quarterly basis following notification of entry.

Light Bulbs

Your apartment has been equipped with long-lasting LED light bulbs. If necessary, replacement bulbs can be purchased through the Rental Office or at any hardware or home supply store. It is important that the correct light bulbs and wattage are used in the lighting fixtures; see the *Maintenance Tips* section for more information.

Lock-outs

If you are locked out of the building or your apartment during business hours, contact the Rental Office for assistance. If you are locked out after business hours, call the after-hour emergency number and a staff member will assist you. Please be prepared to show your photo ID. Repetitive calls for after-hours assistance due to being locked out may lead to charges being assessed.

Maintenance Requests

Please direct maintenance requests to the Rental Office by phone, email, or online request. After business hours, you may leave a message on the voicemail. A resident's request for service is deemed permission to enter that resident's apartment. We will always try to accommodate schedule needs, but cannot guarantee arrival at a specific time. We can usually schedule within a time frame such as morning or afternoon.

It is always our goal to complete all work requests within 24 – 48 hours. However, it is necessary to prioritize on a need first, date second basis. You will be notified if we will be delayed, should we need to order a part, or if we must follow up with additional service. An email survey will be sent to you once your request is complete. We appreciate your feedback on our maintenance team and quality of repair.

For emergencies after office hours, call the Rental Office and follow the prompts to reach the on-call maintenance staff person. An emergency is anything that can't wait to be handled until business hours resume (e.g., heat or air conditioning problems, water leaks or a lack of water, an inoperable toilet, getting locked out of your apartment, and noise problems).

Notifications

The Rental Office will provide timely communication to inform you of important policy changes, information, and events. Communication methods include the community newsletter, printed notices (at your door or placed in the building), emails, texts (emergency only), and phone calls. Such communication may contain information that will affect all residents or require action on your part and is considered sufficient notice of any events or policies that could affect you.

Packages

Packages will be delivered to the package room by all carriers. This room is accessible with your fob 24 hours a day. Should you need to have a package placed in your apartment, please contact the Rental Office.

Pest Control

Eagan Heights contracts a full-service exterminator. If your apartment needs to be treated, please let the Rental Office know so you can be put on the monthly schedule. Emergency service is also available. Residents must comply fully with extermination procedures. Charges may be assessed upon residents' negligence leading to infestation or the occurrence of bedbugs.

Rodent bait stations may be placed in the garage and on the grounds. Please do not touch them and exercise caution when walking pets.

Stamps

Single stamps are available for purchase in the Rental Office. Please bring correct change as we may not have any available.

Surveys

We are always striving to provide a New Level of Living at Eagan Heights. We will send periodic surveys and review requests via email, and we truly value your honest feedback. We use this information to continue improving and living up to our pledge.

Website

Check out the *Residents Area* link on our company website (condorliving.com) to access information on property announcements and events, maintenance tips, and area highlights. You can also send a maintenance request, update your contact information, send the Rental Office a message, submit a survey, fill out a referral form, and pay your rent or view your account 24 hours a day!

APARTMENT + COMMUNITY INFO



We want you to feel at home in your new home! However, there are certain policies that are important in maintaining the integrity of the apartments and community. We appreciate your cooperation!

Alterations

Residents are not allowed to make any alternations, including painting, to the apartment without the prior approval of Management. Pictures, decor, and electronics should be placed on walls making the smallest holes possible to avoid damaging the wall texture. The cost for repair of large holes may be chargeable upon move out.

Apartment Doors

Eagan Heights does not allow any items to be placed on apartment doors or on hallway walls or floors with the exception of an artificial wreath or other decoration hung using an over-the-door wreath hanger, which causes no damage. All personal items must remain within the inside of the leasehold. Floor mats are considered a tripping hazard in an emergency and are prohibited by fire code. Care should always be taken when moving items, carts, etc., in and out of apartments so as not to damage the doors or door frames. Damages are chargeable to the resident. To avoid disturbing your neighbors, please shut apartment doors slowly and do not let them slam.

Balconies and Patios

Balconies and patios are common areas of the property and must be maintained in a manner that is non-offensive and non-hazardous to other residents. Appropriate patio furniture, plants, flowers, and other decorations are acceptable. Household furniture, dead plants and flowers, storage, or hanging of clothes, rugs, towels, etc., is prohibited.

When decorating your balcony or patio, please also remember the following:

- All items must be kept within your leasehold; items may not be on the grass, landscape beds, or sidewalks, and may not extend out past your balcony or patio.
- No items may be attached in any manner to the balcony structure including the floor, railings, or suspension rods.
- Holiday and seasonal decorations must be removed in a timely manner.
- No wind chimes are allowed, as they may disturb your neighbors.
- No bird feeders are allowed, as they attract rodents to the community.

Music, electronic device audio, and conversation on your patio or balcony are allowed unless disturbing to neighbors. Eagan Heights is a smoke free community. No smoking is allowed anywhere on the property including on a balcony or patio.

Pets are not permitted to relieve themselves on apartment patios and balconies under any circumstances (including on any type of “potty pad”). Litter boxes may not be placed in outdoor spaces. Please take your dog outside to go to the bathroom. There are outdoor waste stations placed around the property for your convenience.

Barbecue Grills

The use and storage of personal gas, charcoal, or electric barbecue grills is not allowed on your balcony, patio, or anywhere else on the grounds. Public grills are located on the plaza. For more information, see *Barbecue Grills* in the *Amenities* section.

Entry Devices

Fobs and keys will only be provided to adult residents who are specified on the Lease agreement. Children over the age of 12 can receive apartment fobs with approval by Management. Never give or allow access of your entry devices to guests, children, delivery people, or anyone else who is not a leaseholder.

Your assigned fob will open and lock your apartment door and allow access to the building, some hallways, and the building amenities. The swimming pool, storage lockers, and mailboxes have key access and the garage utilizes a remote opener. If you lose an entry device, please report it to the Rental Office immediately. You may be charged for any lost devices.

Entry Locks

Each apartment front door is equipped with a SALTO electronic smart door lock set. A fob(s) has been programmed for your specific lock. Hold the fob on the lock until it turns green to enter and until it turns red to lock when leaving. The SALTO system is battery operated and will require routine maintenance by our staff. Should you notice any malfunction, contact the Rental Office.

Fire Lanes

Designated fire lanes and no parking areas are located in several areas of the parking lot and garage. Any vehicles parked illegally will be subject to ticketing or towing by Management or the Police Department. These areas are to be used by emergency vehicles only and violation is a serious life-safety issue.

Garage Stalls

Eagan Heights offers underground, heated garage stalls at an additional cost, upon execution of the Lease or through a garage addendum. A limited number of electric vehicle stalls are available. Garage stalls that are not rented upon moving in are available on a first come, first served basis.

Guests

Residents’ guests are required to behave in accordance with all community policies. Residents are responsible for the actions of their guests and must always accompany guests when using property amenities.

Guest traffic to and from a resident’s apartment must be consistent with that of normal residential use. Unusually high levels of traffic may be considered a violation of the lease. Guests are not permitted to stay for more than seven days in any one month without prior written consent by Management.

Holiday Decorations

No live evergreen trees, garlands, or wreaths are allowed in the apartments or on your balcony or patio. Artificial decorations are welcome. Holiday decorations must be removed in a timely manner, with a limit of no more than five days after the holiday date.

Insurance

A renter’s insurance policy is designed to provide protection of personal property as well as personal liability coverage. While residents are only required to carry and provide documentation of a policy with liability coverage,

it is advisable to protect yourself from loss by including your possessions in your coverage as well. Plans can be structured to fit your needs at a minimal expense. Eagan Heights Apartments is not responsible for any loss or damage of your personal property. If fire, flood, or other damage occurs in your apartment and you are found at fault, you could be held responsible for the expenses incurred to the other apartments affected, in addition to your own. Unmarried persons should each carry their own insurance.

Internet

Each apartment is wired for 250 mbps internet service and a permanent router has been installed on the living room wall. Your apartment-specific wifi name and password can be found on a sticker on the front of the router or is available in the Rental Office. Routers must be left in the apartment upon vacating. You will be charged for missing or damaged routers. Upgraded service is available from the internet provider at an additional charge.

Noise

Musical instruments, stereos, and televisions must always be kept at a reasonable volume, especially between the hours of 10:00 p.m. and 8:00 a.m. During the warmer seasons, with windows and doors open, please be aware of the noise level coming from your apartment. Sound travels through the common areas of the property, and you or your guests may be disturbing your neighbors.

The use of exercise equipment in your apartment that could cause noise disturbance is not permitted without prior approval by management. If you have a noise complaint, please follow these steps:

- During business hours, contact the Rental Office.
- After hours, call the emergency number and let the on-call staff member handle the situation. Staff may ask for your name, number, and address so that (if need be) we can confirm the noise complaint. All information is held in confidence.
- In extreme situations, please call 911 as well as the Rental Office.

Parking Lots

Parking is available for residents and their guests in the outdoor lots off Pilot Knob and Sherman Court. A limited number of spaces are reserved for Rental Office visitors and are not available to others during office hours. Parking in fire lanes, on the grass, or in other restricted areas is not permitted. Failure to observe these rules may result in ticketing by the police and towing of the vehicle at the vehicle owner's expense. Due to the total parking capacity, residents should use their assigned garage parking at all times rather than occupying spaces in the outdoor lot. Management may require parking permits be placed in residents' or guests' vehicles.

At the discretion of Management, the storage or parking of recreational vehicles (e.g., campers, motor homes, and boats), trailers, or storage pods in the parking lots may be prohibited. Storage of such an item must be requested in advance and approved by Management. Vehicle maintenance is also prohibited in the parking lots without prior approval of Management.

Pets

Eagan Heights allows pets including dogs, cats, fish, and other small, caged animals (e.g., birds) in all apartments. Cats and dogs (weight and breed restriction apply) are only allowed with a signed Pet Addendum and payment of any applicable pet fee and monthly pet rent. Contact the Rental Office for more information on pets. Management reserves the right to deny certain animals such as ferrets, rabbits, loud birds, and exotic animals. Dogs are not permitted to relieve themselves inside the Leasehold (apartment, including patios and balconies) under any circumstances (including on any type of "potty pad"). See Balconies and Patios on page 7 for more information. There are outdoor waste stations placed around the property for your convenience. Violation of this policy may result in the termination of your lease.

Resident Records

It is necessary to keep current information on file in the Rental Office. Please call or email staff or complete the

online form if you have a name change, job change, new phone number, new vehicle, or new license plate number. This information is kept private, but it is important in our efforts to contact you in case of an emergency or prior to towing a vehicle.

Safety Precautions

Residents are responsible for adhering to all safety precautions and tips as instructed by Management. This includes limiting access to buildings and apartments, entry device control, accepting personal responsibility, and alerting Management and police of potential safety issues. Refer to the *Insurance* section above and the Apartment Safety flyer for more information.

Satellite Dishes

The use of satellite dishes anywhere on the property is prohibited.

Smoke-Free Community

Eagan Heights Apartments is a smoke-free community. This means that no smoking of any kind is allowed in common areas of the building and community, nor is smoking allowed in your apartment, patio, or balcony. We hope this policy will help everyone breathe easier and provide a healthier living space.

Snow Removal

Under normal snowfall conditions, the lots will be plowed whenever we get more than 2" of snow. Weather permitting, the crews will clear the entrances and driveways by 6:30 a.m. and then return between 9:00 a.m. and 3:00 p.m. to clear the rest of the lot. During heavy snowfalls, plows may be on site during the night hours. It is imperative that vehicles be moved between those hours so that the snow can be removed from the stalls where they were parked. All vehicles must be moved daily. Vehicles that are not moved daily are subject to towing at the vehicle owner's expense. If you plan to be out of town in the winter, please contact the Rental Office if your vehicle will be in the parking lot.

Following a heavy snowfall, management may require vehicles to be removed off-site from a section or all of the parking lots to facilitate snow removal. Advance notice will be provided.

Sidewalks and steps are shoveled, salted, and sanded regularly. It is not always possible to keep areas free of snow and ice! Areas are also subject to melting and re-freezing hazards throughout the winter. Please be extremely careful on steps, sidewalks, and in the parking lots to avoid possible injury. Observe pertinent notices and always contact the Rental Office about any problem areas.

Soliciting and Loitering

Soliciting and loitering in and around the buildings is not allowed at Eagan Heights. If you observe this activity, please notify the Rental Office immediately.

Children who live at the property are occasionally allowed to solicit for school and club fundraisers with prior permission from Management and with a parental chaperon. In accordance with our contract, the cable television and internet provider is also allowed to solicit. MN law allows for property access by the U.S. Census Bureau and political candidates.

Trash

Please help keep the property grounds beautiful by always disposing of trash in a proper receptacle and never littering. This includes fast food items, papers, plastic bags, etc.

TV

Local channels are provided free of charge by connecting a coax cable provided by the Rental Office. Direct TV and Direct TV Stream are available through the satellite TV provider at an additional charge.

Vehicles

All vehicle license plate numbers must be registered with the Rental Office. Non-registered vehicles and vehicles that are not moved daily, have expired tags or missing plates, are being advertised “for sale,” or are an eyesore to the community are subject to removal by Management without prior notice.

Window Treatments

Management will provide blinds for windows and patio doors. See the *Maintenance Tips* section for more information on care of blinds.

Wildlife

Please do not feed the raccoons, geese, ducks, birds, etc., at Eagan Heights Apartments. These wild animals have more than enough natural food supply in the area and were not meant to be fed by humans.

Feeding them encourages them to approach the apartments and residents, including children, resulting in safety and health issues. Food left out also invites other unwanted animals such as mice to come near the apartments and buildings where they can easily slip inside unnoticed.

BUILDING FEATURES



Your apartment building features more amenities than you might think. Keep reading to discover all your building has to offer!

Bicycle Storage

Bicycles may be stored either on the rack in front of your garage stall or in the community Bike Room located at the west end of the garage. See the *Community Amenities* section for more information on the Bike Room.

Cameras

Cameras are located in multiple areas of the property providing recorded surveillance of the lobbies, some amenities, and areas of the garage and parking lots. These cameras are intended to lessen the potential for criminal activity. The presence of cameras does not ensure safety or imply security. Camera activity, while recorded, does not always provide a clear, recognizable image due to distance, lighting, obstruction, etc.

Residents should take steps to always protect themselves. For more information, see Insurance in the *Apartment & Community Info* section and the Apartment Safety flyer.

Elevators

There are two elevators in the building for your use. Please use caution when using the elevator to prevent damage to the elevator walls and flooring. Elevators have mechanical equipment that is subject to failure. Eagan Heights does not guarantee the availability of the elevators and is not responsible for non-working elevators. In the event of a power outage or fire, the elevators will not operate.

Entry System

An entry system is located in both the front and middle building lobbies to allow access for guests. Guests begin by touching the house button on the panel and then follow the system directions to contact you by phone.

To allow entry, push 9 on your phone. Please do not allow entry to anyone that you can't hear clearly or were not expecting. Delivery drivers should be met at the lobby door, not allowed entry.

Garages

All garage stalls are assigned, and you may only park in your designated stall, unless otherwise authorized by management. By order of the Fire Marshall, the underground garage is limited to storage of vehicles (e.g., cars, motorcycles, and bikes). No storage of any other kind is permitted, including flammables, oil, windshield washer fluid, boxes, and furniture.

Management reserves the right to remove and dispose of any items improperly stored in the garage. Please observe the following garage policies:

- Register all vehicles with the Rental Office.
- Proceed with caution when driving in the garage.
- Use your opener only when at the door, stopped, and ready to enter – do not open early.
- Wait for the garage door to fully open before entering or exiting, and do not delay.
- Never follow others into or out of the garage. The door may time out and start downward, potentially hitting your vehicle. It is mechanically impossible for the door to instantly reverse which may result in vehicle damage.
- Stop your car and wait for the door to close when entering or leaving the building so no unwelcome visitors can enter behind you.
- Do not leave your garage door opener visible in your car when you park in the garage. Should your opener be lost or stolen, promptly notify the Rental Office so your opener can be deleted from the system.
- Check your car for oil leaks. If your car has a leak, you must park off the property until it has been repaired. Please clean your garage stall immediately if any leakage occurred. See Garage Stalls in the Maintenance Tips section for more information.
- Do not leave your vehicle running while sitting in the garage.
- Maintenance on vehicles (including changing oil) is strictly prohibited in the underground garage.

Grocery and Moving Carts

Small grocery-style carts will be located at the garage level of your building for your use. Please be respectful of others and promptly return them to the garage level afterward. Leaving the carts in your apartment, building hallway, elevator, etc. is not permitted.

Moving carts are available in the package closet (to assist with packages) or from the Rental Office on moving day.

Care should always be taken when using all carts so as not to damage the common areas, elevators, or apartments. Damages are chargeable to the resident.

Mail Center

The USPS mail center is located near the main lobby area for incoming and outgoing mail. Please empty your box on a regular basis to prevent the lock from jamming or your mail being returned to the Post Office. Use caution with other keys on your ring so as not to scratch the metal boxes.

If your key does not work properly, contact the Rental Office. You may be charged for lost keys.

Packages

The Package Room is located in front of the mailbox area. The room is under camera surveillance and can be accessed 24 hours a day using your fob. Please be sure to secure the door upon leaving the room. Do not allow strangers to enter.

All packages will be delivered to the room and placed on the labeled shelves or on the floor (if large). Please check package tracking services regularly for delivery information. You will not be notified by the Rental Office when a package is received.

Our space is limited, so please claim packages promptly or, upon request, a staff person will deliver them to your apartment. A cart has been provided to move large or heavy packages; please return it to the room immediately after use. Eagan Heights Apartments is not responsible for lost, stolen, misplaced, damaged, or returned packages received at the property.

Pet Waste Stations

Pet waste stations are placed around the property for your convenience. The stations have waste bags for your use and a disposal can to place them in.

Please close the waste bag securely, do not throw other trash in the cans, and close the lid after use.

Storage Rooms

Resident storage rooms are located in several locations on each level of the building. Small and large lockers are rentable on a first come, first served basis and are assigned by the Rental Office. You will be given a key for your locker.

Flammables should never be stored in the locker. Stored items must be kept 18" from the top of the locker in accordance with fire code. Eagan Heights is not responsible for stolen, lost, or damaged property stored in a locker.

Recycling

There is a trash and recycling chute room on each floor, centrally located in the building. The recycling bins are located in the dumpster room in the garage (for items too big for the chute). Please do not leave items too large for the chute in the room.

Recyclables must be placed in paper bags (no plastic bags!) or loosely in the bins. Please check recyclables before carrying down the hall to ensure there is no possibility of leakage.

Mixed paper products (newspaper, magazines, and corrugated cardboard), and glass, plastic, aluminum, and steel containers can be recycled. Certain items such as plastic bags, Styrofoam, paper towels, and tissue are not recyclable. Please check the signage and see the recycle flyer for more information. Please do not "wishcycle" –if an item is not noted as recyclable, dispose of it in the trash.

It is extremely important that recycling rules are followed to avoid contamination of the bins. Contamination results in all recyclables being treated as trash and disposed of, rather than being made available for recycling.

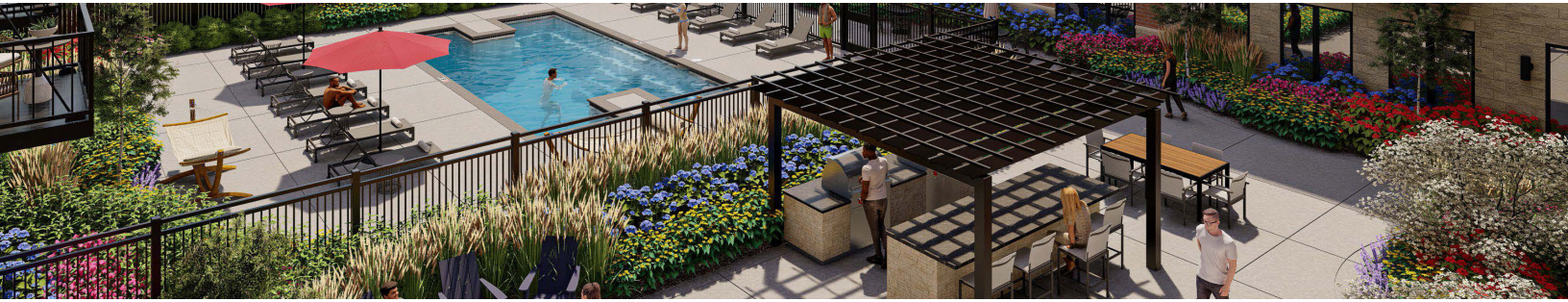
Trash Disposal

There is a trash and recycling chute room on each floor, centrally located in the building. The trash bins are located in the garage (for items too big for the chute). Please do not leave items too large for the chute in the room.

Garbage must be placed in a securely tied bag before putting it down the chute or in the trash bins. Please check the bag before carrying down the hall to ensure there is no possibility of leakage; double bag garbage if necessary.

No tires, furniture, appliances, electronics, chemicals, etc., may be disposed of in the dumpsters or the garage. Please contact the Rental Office for an appropriate drop-off site or to have them picked up by the regular garbage service. You will be responsible for costs related to the disposal of these items.

COMMUNITY AMENITIES



Eagan Heights Apartments is pleased to provide an array of amenities designed to provide recreation, fitness, pet care, and entertainment opportunities for our residents. Policies, availability, and fees vary; basic information is provided below with additional details available in the Rental Office.

Amenities are for the use and enjoyment of all residents. Please be courteous of others when using amenities, including monitoring noise levels. There are apartments surrounding all amenities. Management reserves the right to deny usage to any resident who fails to abide by rules as stated in these policies, as posted on signage, or as directed by Management.

Children under 16 and all guests must be accompanied by an adult resident when using any Eagan Heights amenity. Residents are responsible for their guests.

Residents must use amenities with care and keep the area clean after use, promptly reporting any abuse of amenities or policies to the Rental Office. Pets are not allowed in the amenities areas unless otherwise exempt by law.

All amenities have free wifi. Log on anytime by connecting automatically to Eagan Heights Guest. Note: this is an unsecured network.

Apex Club Room

The Apex Club Room is located by the west outdoor plaza door, next to the Pinnacle Work Lounge and coffee bar, and is accessible with your fob. The room is open for the enjoyment of all residents from 8:00 a.m. to 11:00 p.m. daily. Management reserves the right to change open hours.

The Apex has a variety of seating options, a gas fireplace, 75" TV, wet bar area with beverage cooler, and a 12' shuffleboard table for some extra fun. Please place remote controls in the holder after use.

Barbecue Grills

A community grilling station with two grills and table seating is located on the outdoor plaza. The grills are conveniently run by natural gas. The emergency gas shut off button is located by the west plaza door. Please remember the following when grilling:

Operation

- Never use charcoal or briquettes in the gas grills.
- Open the lid before igniting to prevent gas from pooling.
- Keep all combustibles away from the grill when igniting it.
- If the flame goes out, turn off the gas and wait five minutes before re-igniting.
- Make sure the grill is turned off upon leaving.

Safety

- Never leave a hot grill unattended.
- Keep children at least 3 feet away from the grills.
- Be cautious of loose clothing, sleeves, shirttails, apron strings, etc., when near lit grills.
- Do not lean over the grill when lighting or grilling.
- Do not use bristle grill brushes to clean the grills. Bristles can come loose and possibly end up in food where they could be ingested and cause serious injury.

Clean up

- No glass bottles, containers, cups, dishes, etc., are allowed in the area for safety reasons.
- Excessive amounts of trash should be taken with you and placed in the trash dumpsters of your building.
- The grilling area must be cleaned up before leaving.

Bike Room

For residents who are not renting a garage stall or prefer a locked room for storage, there is a Bike Room located at the west end of the garage. Contact the Rental Office for use. A programmed fob is required to enter the Bike Room.

Coffee Bar

The coffee bar is located next to the Apex Clubroom and Pinnacle Work Lounge. A variety of hot beverages including coffee and espresso drinks, hot chocolate, and tea are available to residents 24/7 on a complimentary basis.

Dog Run

The 675 square foot fenced dog run is in the southwest area of the property and is made of artificial turf. Do not allow dogs to dig into the turf. Dogs should be taken to an area to relieve themselves prior to entering the run.

Please be sure to pick up after your dog and be respectful of other owners and pets using the area at the same time.

Elevate Yoga Studio

The 550+ square foot Elevate Yoga Studio is located within the Peak Fitness Center. The mirrored room boasts a variety of fitness and stability balls, recovery rollers, cables with handles, and floor mats. Still learning? Just follow the self-guided directions and pictures on each piece of equipment!

You can also stream a virtual instructor while riding the Echelon bikes in the room, using either your Echelon or Peloton app. There is a 65" TV available for intra-workout entertainment as well.

Whether practicing yoga or pilates, doing calisthenics, biking, or meditating, this room is designed to elevate your wellness. Please note that equipment is not allowed to be removed from the room

Fire Pit

Relax around the fire with s'mores or good conversation with neighbors. The natural gas fire pit is located near the barbecue grills on the plaza and is open until dusk. The emergency gas shut off button is located by the west plaza door.

Please use caution when using the fire pit:

- Keep children at least three feet away from the flames.
- Be cautious of loose clothing, sleeves, dresses, shirttails, etc., near the flames.
- Do not lean over the flames.
- Turn off the fire pit after use.

Peak Fitness Center

The Peak Fitness Center is located near the east plaza door and is accessible with your fob. Open 24 hours a day, this 1025+ square foot room with two TVs holds a wide variety of aerobic and strength equipment designed to meet the needs of all fitness levels – from beginner to peak.

Please use the equipment properly to avoid possible injury or damage to the machine. When the room is busy, it may be necessary to restrict your time on a machine to allow others usage. Equipment should be wiped down with the provided cleaning supplies after each use. Equipment is not allowed to be removed from the room.

It is advisable to consult your physician before starting any exercise program. For your hydration, a water fountain with bottle filling capability is located within the room.

Pet Pawlor

Dogs need a spa day too! At the Pet Pawlor, your pup can walk up the ramp of the dog wash station, making it easy to give them a bath without bending down. Once washed, you move to the table and finish up by using the dryer.

Residents provide their own washing products and towels. The room is to be left in a clean and dry condition after use, including the floor.

Pinnacle Work Lounge

Whether you work remotely, are studying for school, or just want to relax and browse social media or surf the 'net, the Pinnacle Work Lounge provides several seating and table options for your use.

The large windows, plaza view, and location next to the 24/7 coffee bar and Apex Clubroom make working from home comfortable and productive – keeping you on the path toward the pinnacle of your career or education.

Summit Social Suite

The Summit Social Suite makes gathering with family and friends an enjoyable experience for all. The Summit was designed for entertaining with multiple seating options, a full kitchen with large island, 75" TV, and an attached leisure room. The large windows overlooking the outdoor plaza, luxury design details, and modern furnishings are sure to impress!

Please contact the Rental Office to reserve a date and receive a list of policies. A deposit and usage fee are required.

All policies must be strictly adhered to when renting the room. Cleaning, damages, and policy violations will result in forfeiture of the deposit (partial or full) and the assessment of additional related expenses.

Swimming Pool

Please refer to the complete list of pool rules, delivered on an annual basis. Signage stating rules is posted within the pool enclosure as well. Management reserves the right to deny use of the pool to anyone who violates pool rules.

For your general information:

- Pool hours are 9:00 a.m. to dusk.
- Your pool fob will open the gate.
- There is no lifeguard on duty. You are swimming at your own risk.
- No one under 16 years of age is allowed in the pool area without adult resident supervision unless Management has given prior authorization.
- An adult resident must accompany all guests. Guests may be limited at Management's discretion.
- Behavior must not disturb the use and enjoyment of the pool and sundeck by other residents.
- Please lay a large towel on the lounge chairs if using tanning oils, lotions, or sprays.

Vending Machine

A vending machine serviced by Naturals 2Go Smart Choices Vending is located near the west elevator lobby. The machine has a variety of snacks, beverages, and meals including some health-conscious items such as nuts, popcorn, oatmeal, and protein drinks. There are also items like Coke and Snickers bars to satisfy those cravings!

Items can be purchased using cash, debit, or credit card. We welcome your feedback on anything you would like to see in the machine and will pass the information along to the vendor.

MAINTENANCE TIPS



Eagan Heights Apartments has an experienced maintenance team available to keep your home in good repair. You can call, visit, email, or complete an online form for regular maintenance requests, or call us after hours for emergencies. Don't hesitate to contact us should any maintenance need arise.

Proper care and maintenance of the features, fixtures, and appliances in the home is a requirement of the Lease agreement. Below are some tips to help you meet that responsibility. The Rental Office is always able to provide more information and answer questions.

Please remember that damages to the owner-provided items in your household, caused by negligence or accident, are chargeable to you. Following these instructions will help ensure the return of your apartment deposit.

Air Conditioning

Depending on your apartment's floor plan, your heating and air conditioning unit will be located in a locked closet in the living room or bedroom or in the entry way ceiling; it is a placed wall unit in studio apartments. The HVAC system is controlled by the thermostat on the living room wall.

For maximum efficiency, it is important that the filter is cleaned on a regular basis. You will be notified when the maintenance staff is scheduled to enter your home to perform that service.

Set your thermostat on cool. The auto feature is the most cost-effective option for keeping your home cool and will prevent your bath fan from running continually.. Simply set the thermostat to the desired temperature and the unit will automatically adjust to keep your home at the desired temperature.

Do not set the thermostat below 65 degrees as this will cause the condenser to freeze and can cause serious damage to the air conditioner. As a rule of thumb, to cool an entire apartment takes approximately one hour per degree.

It is important that you check near the HVAC closet on a regular basis for signs of water leaks. Call the Rental Office immediately if you notice any water on the floor. If you think your air conditioner is not cooling correctly, contact the Rental Office.

Apartment Appliances

All apartments are furnished with Samsung stainless steel kitchen appliances and full-size washer and dryers. Some appliances also feature SmartThings technology.

Care must be taken in the operation and cleaning of all appliances to prevent damage. Safety, use, and maintenance instructions are contained in the Apartment Appliances packet.

You can also use the QR code found on each appliance (front or inside door) to obtain more information and set up your Samsung SmartThings app. Please do not remove the QR code and use caution when cleaning around it. If your appliances are not operating properly, please contact the Rental Office.

Bathroom Fans

Your bathroom has been equipped with a smart fan. The fan will start when the light switch is turned on and continue to run for a period of time when the switch is off to reduce humidity in the bathroom. The fan will also automatically turn on at intermittent times throughout the day for the same purpose.

Blinds

Blinds are provided for all windows and the patio door. Always have window and patio door blinds in an open position when carefully moving them up and down or side to side. Moving them in a closed position can damage the blinds. Clean blinds regularly by dusting or using a damp cloth.

Carpet

All carpet should be vacuumed on a regular basis to prevent matting and dirt buildup. Care should be taken to prevent stains at all times. Please do not clean your own carpets. Contact the Rental Office to discuss carpet cleaning.

In case of water damage (e.g., water overflow, leakage, etc.), please contact the Rental Office for extraction, as the carpet may need to be pulled up and the padding removed in some cases.

Countertops

Your home has granite countertops in the kitchen and bathroom(s). To avoid damage such as cuts, chips, and non-removable marks, always use a cutting board when preparing food and never place hot pots, pans, serving dishes, irons, etc., directly on your countertops. Only use cleaning products designed for granite – other products such as window cleaners and abrasives can cause damage to the surface.

Fire Sprinkler System

Fire sprinkler system heads are located throughout your apartment. The heads are activated by heat, smoke or a combination of the two and disperse a large volume of water in the case of a fire.

Care should be taken to avoid hitting the heads when moving furniture. Should you notice any dislocation around a head, please notify the Rental Office.

Flooring

Vinyl flooring should be cleaned on a regular basis. Use care not to drop heavy items that can cause dents or cuts and avoid dragging items across flooring to prevent scratches and cuts.

Removing appliances occasionally to clean behind them is a good idea, but care should be taken not to rip the vinyl flooring. The maintenance staff will assist you upon request.

Garbage Disposals

The garbage disposal switch can be found on the kitchen wall or inside the lower sink cabinet. The in-sink garbage disposal is a small appliance with a big job to do, and occasional breakdowns are possible. However, most problems can be avoided with proper use.

To ensure the best service from your disposal, please follow the procedures below:

- Always run cold water before, during, and after you put food into the disposal to flush the unit and lubricate the bearings.
- Use discretion as to what items you put into the disposal. Certain items may cause breakage and clogged pipes. The following examples are not items the disposal can handle:
 - Nut shells
 - Melon rinds
 - Bones
 - Fruit peels
 - Large vegetable peels (including potatoes) and stems
 - Leafy or stringy foods such as celery and lettuce
 - Grease
 - Rice and pasta
 - Egg shells
- Do not put any drain cleaner into the disposal. If the disposal backs up or the drain becomes clogged, contact the Rental Office immediately.
- Do not run the disposal for extended periods of time as it may overheat and shut down. If this happens, attempt to restart it after a few minutes by pushing the red reset button located at the bottom of the machine.
- To avoid food buildup and unpleasant odors in the disposal, run the disposal often, flushing it with water. Pouring vinegar or lemon juice into the disposal will keep it smelling fresh.

If your garbage disposal leaks, fails to run properly, or won't run at all, please contact the Rental Office. If you don't regularly use your garbage disposal, please remember to run it at least once per week to prevent possible damage to the appliance.

Garage Stalls

If you experience a fluid leak from your vehicle onto the garage stall floor, please immediately use floor dry (available at any home supply store) or kitty litter to absorb the spill. Contact the Rental Office, as additional cleaning may be necessary.

Heat

Heat and air conditioning are supplied by the same mechanical unit. As the weather cools, switch your thermostat to the heat setting and adjust it to a comfortable temperature (68-75 degrees). The auto feature is the most cost effective option for keeping your home warm and will prevent your bath fan from running continually. Simply set the thermostat to the desired temperature and the unit will automatically adjust to keep your home at the desired temperature. As a rule of thumb, to heat an entire apartment takes approximately one hour per degree.

Adjust ceiling vents and close and latch all window and doors. If you are getting too little or too much heat, or the thermostat does not control the amount of heat properly, contact the Rental Office.

Never open your windows or patio door when the outside temperatures are below freezing. The cold air can sink to the level of the plumbing pipes causing them to freeze and ultimately burst. You may be held responsible for any damages to your or your neighbor's home should this occur.

Hot Water

Hot water is provided to your apartment through a central building system. Should you experience a lack of hot water, please contact the Rental Office.

Lighting and Electric

If you need instructions or other assistance on replacing light bulbs, please contact the Rental Office. Always make sure the power supply is off prior to changing light bulbs. Never exceed the recommended light bulb wattage in apartment light fixtures. The light switch on the wall may control some of the outlets in the room. Please make sure the switch is on before contacting the Rental Office about a possible malfunction.

The GFI outlets can be found in the kitchen and bathrooms. Check the reset button on them should you lose power. If outlets spark or are not working when items are plugged in or if the GFI doesn't reset, please contact the Rental Office to have them replaced.

Mildew and Mold

Mold, mildew, spores, and other microscopic organisms and/or allergens are commonly found in our environment, both inside and outside our homes. However, certain conditions such as excessive moisture, unreported leaks, hot and humid conditions, and a lack of cleaning can exacerbate this condition.

Residents must provide appropriate climate control, ensure apartment cleanliness, report maintenance needs, and adhere to other measures to impede and prevent mold and mildew from accumulating in the apartment. See your Lease's Mold Mildew Addendum and the Mold & Mildew flyer for more information.

Millwork

All apartments have wood cabinetry, crown molding, baseboards, doors, and trim that require care to keep them in quality condition. Please consider the following when caring for the millwork in your apartment and note that dents, scratches, holes, etc., in millwork are chargeable to you.

- Do not use adhesive shelf liner inside cabinetry and do not overload shelves.
- Check all items (e.g., dishes, cleaning products, hair care items, etc.) to make sure they are dry before placing in the cabinets.
- Clean and dust all wood millwork on a regular basis using a mild cleaner made for wood. Do not use solvents (e.g. Magic Eraser), abrasive cleaners, or scrub pads.
- Wipe all product spills from cabinets and drawers immediately.
- Use caution when moving items, vacuuming, etc., to avoid damage.
- Store items in closets away from the doors in a manner that does not impede the opening and closing of the doors.

Plumbing

Many water leaks and plumbing problems give warning signs and can be repaired while the problem is still minor. It is a good idea to check all of your faucets and pipes weekly for signs of leakage. If you notice a leak, place a bucket underneath the source to catch the water and prevent damage and contact the Rental Office. In the case of a major leak, each water source has a shut-off valve.

The best way to prevent faucets from dripping is to turn them completely off after using them. Failure to turn the faucet handles all the way to the off position causes the washers inside to wear out, and then the faucet drips. Drips (even small ones) waste a lot of water! Please contact the Rental Office to have dripping faucets repaired.

Never use drain cleaner in the sink, bathtub, or shower drains; contact the Rental Office should you experience a clog.

Smoke and Carbon Monoxide Detectors

In case of fire or gas leak, the sound of a smoke or CO detector may be your first warning and can save lives. Your home is equipped with a combination smoke and CO detector in the living area and a smoke detector in the bedroom(s).

Should the alarm sound without the presence of a fire (e.g., smoke from burned toast) you can silence it by fanning the alarm or switching the breaker off until the smoke clears, and then turning the breaker back on. Do not remove the detector from the wall or ceiling and never shut the detector off unless you are positive there is no possibility of a fire. In the case of excessive cooking smoke (no fire), do not open the building hall doors, open balcony or patio doors and windows only.

The hall smoke detectors are hardwired into the electrical system in your apartment. The detectors have a battery backup in them as well and the battery must be replaced approximately once a year. It is possible for a detector to start to malfunction or need the battery replaced, and in either case it will notify you via words or alarm sounds. When this happens, change the 9V (bedroom) or AA (living area) batteries, or contact the Rental Office for assistance. Batteries are available in the Rental Office.

Toilets

Most toilet problems can be solved with a plunger or purchased at any home supply store. If you are not able to unclog the toilet this way, please contact the Rental Office for assistance. Be cautious about items that are put in the toilet. Dental floss, Q-tips, paper towels, toys, etc., can cause the toilet to clog and can be extremely difficult to remove. If your toilet is overflowing, turn off the shut-off valve on the wall behind the base of the toilet.

Never put “flushable” wipes down the toilet, including baby wipes, personal hygiene wipes, cleaning wipes, etc. These items are not flushable in our plumbing systems and can cause major backups in your and your neighbors’ homes.

Always contact the Rental Office if your toilet is leaking at the bottom when flushed, will not flush, runs constantly or intermittently without being flushed, or is loose.

Toilets must be cleaned on a regular basis to prevent the buildup of hard water and calcium. Please do not put blue continuous cleaning products in the toilet tank as they can permanently stain the toilet and floor.

Walls

Care should be taken when moving things within the apartment to avoid damage. Please use small nails to hang pictures, as gummed or adhesive hangers leave marks on the walls and can cause damage when removed. The texture on the walls makes repairing them more difficult. You will be charged for the cost of repairing any large holes upon moving out. Crayons, markers, and stickers are not to be used on the walls. Marks can usually be removed with water.

It is inevitable that some non-removable marks will occur over time. Contact the Rental Office to discuss touch-up paint as needed.

Windows

Windows and patio doors should open, close, and latch smoothly. Always remember to close and latch windows when not home, and when there is precipitation to prevent damage to the window sill, wall, and flooring. Also, pushing on the window screens can cause screen tears and bent frames. The windows are equipped with pop-out window sash stops to prevent the window from opening fully while still allowing ventilation. This added feature was designed for child protection. You can override the stops by pushing them in and then raising the window. Always remember to push them again once the window is closed.

Some windows are removable for cleaning. If you need assistance with that or have any window maintenance needs, please contact the Rental Office.

Disclaimer: This packet and its rules, policies, and guidelines are intended for the use of all residents. All information within this packet is considered part of the terms of your Lease agreement and must be abided by. The policies are not all inclusive, nor are they limited to those contained in this packet. Any additional rules and regulations distributed by Management are considered part of the general policies and are, therefore, an extension of this packet.