

Welcome Home to Eagle Ridge Apartments!



We are proud that you have chosen Eagle Ridge 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 outstanding value and an exceptional living experience!

This packet of community policies and information will familiarize you with Eagle Ridge 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 utility 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



Eagle Ridge 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 fish, and pick up your mail and newspaper 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. This is a free service.

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.

Copies and Faxes

The copy and fax machines in the Rental Office can be used during business hours. There is no charge for low quantities of faxes or copies. Please instruct the sender to use a cover sheet to indicate your name, apartment number, and phone number on all faxes. Use of our computers or email is not allowed.

Light Bulbs

You may purchase replacement light bulbs for your apartment in the Rental Office. Bulbs can also be purchased 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 your apartment during business hours, come to the Rental Office for assistance. If you are locked out after business hours, call the after-hour emergency number and a staff member will meet you at the front entrance of your building. 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 buildings), 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

In your absence, packages may be delivered to the Rental Office, and you may pick them up anytime during business hours. We may notify you by email when a package has been received or isn't picked up within 24 hours.

Our space is limited, so please claim packages promptly or, upon request, a staff person will deliver them to your apartment. Due to increased volume during December holidays, you may receive notification that staff will automatically be placing packages inside apartments unless otherwise requested.

Eagle Ridge Apartments is not responsible for lost, stolen, misplaced, damaged, or returned packages received at the property.

Pest Control

Eagle Ridge 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.

Recreation Equipment

There are half basketball and volleyball courts on the grounds. Stop by the Rental Office to check out sports balls for an afternoon of fun at no charge (you may be required to leave a photo ID). Please use equipment responsibly and return as directed.

Stamps

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

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 homes and the community. We appreciate your cooperation!

Alterations

Residents are not allowed to make alterations, including painting, to the apartment without the prior approval of Management.

Apartment Doors

Residents are welcome to hang an appropriate, non-offensive decorations on their apartment door using only a small nail or removable hanger. You are responsible for any damage caused by use of other hangers. No items may be placed on the walls or floors of the building hallways.

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.

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, footwear, etc., is prohibited.

When decorating your patio or balcony, 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.
- 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. Uncovered ashtrays may not be left out on balconies or patios. As of November 1, 2021, Eagle Ridge Apartments is a smoke-free community, meaning no smoking is allowed anywhere on the property, including your apartment and patio or balcony. See *Smoke-Free Community* below and the included Fire Safety flyer for more information on smoking policies and fire precautions.

Barbecue Grills

The use or storage of a charcoal, propane, or electric barbecue grill, fuel, torch, or other similar heating or lighting device on your balcony or patio is prohibited and may be a violation of the Maple Grove Fire Code. Eagle Ridge Apartments does not allow the use of private grills anywhere on the premises. Public grills are provided for you throughout the property. For more information, see *Barbecue Grills* in the *Amenities* section.

Entry Devices

Keys and remote openers will only be provided to adult residents who are specified on the Lease agreement. Children over the age of 12 can receive apartment keys 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.

The building entry keys will also open the swimming pool gate, clubhouse, and fitness center. If you lose an entry device, please report it to the Rental Office immediately. You may be charged for any lost devices.

Fire Lanes

Designated fire lanes and no parking areas are located in the front of each building and near each building entrance in the 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

Eagle Ridge offers underground, heated parking at varying rates, depending on your lease term. There are three options: renting a stall for your full lease term, adding a stall at some point after you move in for the duration of your lease term, or renting a stall on a month-to-month basis. Garage stalls that are not rented upon moving in are available on a first come, first served basis. It's not uncommon to have a waiting list for garages by October.

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 in the hallways of the buildings. You may hang garlands and wreaths on your balcony or patio if they are completely wrapped when bringing them in and out of the building. Artificial decorations are welcome.

Holiday decorations must be removed in a timely manner, with a limit of no more than seven 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. Eagle Ridge 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.

Noise

Musical instruments, stereos, televisions, and radios 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 courtyard from building to building, and you or your guests may be disturbing your neighbors.

You may use exercise equipment in your apartment; however, please refrain from using equipment during the noted hours unless you have checked with your neighbor. 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 near each building. 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.

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

Unless otherwise permitted by law, Eagle Ridge does not allow pets on a temporary or permanent basis except for fish, caged birds, or other small animals (hamsters, mice, gerbils, etc.) in the buildings, apartments, or grounds; this includes animals that belong to your guests. 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 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 included Apartment Safety flyer for more information.

Satellite Dishes

The use of satellite dishes is limited to the area of the resident's leasehold. This is the area inside your apartment and within your balcony or patio. Dishes must be freestanding and may not be attached in any manner that causes damage (e.g., holes or scratches) to the exterior or interior of the building.

Smoke-Free Community

As of November 1, 2021, Eagle Ridge Apartments is transitioning to a completely smoke-free community. This means that, as a new resident, no smoking of any kind is allowed in common areas of the building and community, nor is smoking allowed in your apartment or patio or balcony. The transition to a fully smoke-free community will take no more than one year, to be complete by September 30, 2022.

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 around 6:30 a.m. and then return between 9:00 a.m. and 3:00 p.m. to clear the rest of the lot. 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.

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 or loitering in or around the buildings is not allowed at Eagle Ridge. 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 providers are also allowed to solicit. MN law allows for building 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.

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.

Welcome Mats

Welcome mats placed in the building hallway are a tripping hazard and a violation of Maple Grove Fire Code. Please limit mats to the interior of your apartment.

Window Treatments

Management will provide blinds for the patio door and window(s). If you choose to have curtains, the hem must be 2” above the baseboard heaters for your safety and for efficient heating. Specific window and door measurements are available in the Rental Office. See the *Maintenance Tips* section for more information on care of blinds.

Wildlife

Please do not feed the raccoons, geese, ducks, birds, etc., at Eagle Ridge 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

There is a locked bike storage room in the garage level of each building. Bicycles can be stored either there or in front of your car in the garage. Upon request, bicycle hooks can be installed in your garage stall. Bicycle registration tags are required and available in the Rental Office.

Bicycles may be stored in your apartment if great care is taken when bringing them through the halls. Please do not come in contact with the carpet, walls, doorframes, etc. Children should not be allowed to carry bicycles through the building.

Cameras

Cameras are in the garage area and main lobby of each building. The 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 included Apartment Safety flyer.

Car Wash

There is a car wash bay located in the garage of each building and a coin-operated carwash and vacuum in the 7050 building. If you do not rent a garage stall, you may pick up a temporary garage door opener for your building in the Rental Office. Please remove your car from the car wash bay immediately after you are finished; this area is not to be used as a parking space for any reason.

Common Areas

Caution must be taken when moving in or out or otherwise bringing items through the building lobbies, halls, doorways, and elevators. Any cleaning needed or damages to the common areas are chargeable to you. Also, please remember to keep noise levels down, especially between 10:00 p.m. – 8:00 a.m. and refrain from running in halls or stomping down staircases. Smoking is prohibited by law in all common areas. See the included Move-In Day flyer for information.

Entry System

After notifying us of your phone number, your apartment will be entered into the controlled-access entry system. Your last name and apartment code will be listed on a directory near the entry unit. The entry system only accommodates local phone numbers. When letting guests in:

1. Upon moving in you will be given the number to press on your cell phone or home phone to release the latch on the door. When you receive a call from the door, press that number down for approximately five seconds and you will hear a “click” or “buzz” indicating that the door has been released.
2. Instruct your guest(s) not to hang up until the door “clicks” or “buzzes.”

Please meet delivery persons at the door instead of “buzzing” them into the building. Never allow anyone to enter the building that you are not expecting or cannot clearly identify as a resident you are familiar with. For more information see the included Apartment Safety flyer.

Garages

All garage stalls are assigned, and you may only park in your designated stall. By order of the Fire Marshall, the underground garage is only for storing vehicles (e.g., cars, motorcycles, bikes, and boats). No storage of any other kind is permitted, including flammables, oil, windshield washer fluid, boxes, and furniture. Management will 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.
- 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 in your car when you park in the garage. Lost or stolen openers result in every resident’s opener having to be re-programmed and an assessed fee.
- 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.
- Maintenance on vehicles (including changing oil) is strictly prohibited in the underground garage.

Grocery Carts

Grocery carts are available on the garage level, near the elevator, for your convenience. You may use them for groceries and moving small items inside the building. Please return the carts to the designated area immediately after you have finished, so that others may use them. Please be careful not to hit the walls, doors and doorframes, or other parts of the building with the carts.

Laundry Rooms

There are laundry machines located in the buildings (aside from the apartment washers and dryers). Use of the room requires a key, obtainable in the Rental Office. Please do your part to keep the laundry rooms neat and clean. If a machine malfunctions, place an out-of-order ticket on it and notify the Office. Please be considerate of others in the following ways:

- Laundry hours are 8:00 a.m. – 10:00 p.m.
- Remove clothes promptly after washing or drying.
- Clean the lint screen in the dryer when done.
- Do not dye clothes.
- Check pockets and remove tissue, pens, sharp objects, coins, etc., from all clothing prior to washing.

Mail Centers

USPS mail centers are located in each building's main lobby area for incoming and outgoing mail. Please empty your box on a regular basis to prevent the lock from becoming jammed 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.

Storage Lockers

Storage lockers are located on the first, second, and third floor of every building. Lockers are available on a first come, first served basis and are assigned by the Rental Office. Additional lockers may be available as well, please contact the Rental Office for that information.

All lockers must be padlocked and labeled with your apartment number on the inside of the locker door. Labels are available in the Rental Office. 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.

Recycling

Recycling bins are in the garage. 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. Recyclables must be placed in paper bags (no plastic bags!) or loosely in the bins. Flatten and take large boxes appropriate for moving to the recycling area in the garage so that other residents may use them. Please check the signage and see the included Let's Make Every Day Recycle Day flyer for more information.

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

The trash chutes are located on each floor of the building for your convenience, and dumpsters are in a labeled room in the garage. Garbage should be placed in a closed bag before putting it in the chute or the dumpster. Large items and boxes (such as pizza boxes) should be carried to the dumpster room in the garage of your building, as they could become stuck if put down the chute.

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.

AMENITIES



Eagle Ridge Apartments is pleased to provide an array of amenities designed to provide recreation, fitness, sports, 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. 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.

Barbecue Grills

Gas barbecue grills are in the courtyard near the clubhouse. Additional charcoal grills can be found near the volleyball court. Please remember the following when using the grilling areas:

Gas

- Never use charcoal or briquettes in the gas grills.
- Open the lid before igniting to prevent pooling of the gas.
- 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 gas is turned off upon leaving.

Charcoal

- You must provide your own charcoal for charcoal grills.
- When using charcoal briquettes or wood chunks, form a pyramid and douse with lighter fluid. Wait until fluid has soaked in before lighting.
- Use charcoal lighter fluid (never use gasoline or kerosene) cautiously; cap and keep a safe distance from the grill after use. Never add lighter fluid to coals that are already hot or warm.
- As an alternative to lighter fluid, use a metal chimney or other starter specifically made for lighting charcoal briquettes or wood chunks as directed.

- When using instant light briquettes, do not use lighter fluid, electric, solid, or metal chimney-style starters.
- Do not add more instant light briquettes once the fire has been lit. Add only regular charcoal briquettes if more are needed.
- Allow coals to burn out completely and let ashes cool at least 48 hours before disposing.

All

- 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.
- No glass bottles, containers, cups, dishes, etc., are allowed in the area for safety reasons.
- 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.
- Excessive amounts of trash should be taken with you and placed in the dumpsters of your building.
- Clean up the grill area prior to leaving.

Clubhouse

The Clubhouse, which houses the game room, TV room, Rental Office, party room, fitness center, and sauna, is designed for the enjoyment of all residents. It is open from 8:00 a.m. through 10:00 p.m. daily. Please be considerate of others using the facility, and observe the following policies:

- Children under 16 years of age may not be in the Clubhouse without adult resident supervision unless Management has given prior authorization.
- Residents are responsible for, and must accompany, their guests.
- Adhere to policies stated on all signage.
- Residents are expected to clean up after themselves by turning off the sauna, replacing equipment after use, and depositing waste in the containers provided.
- Residents are asked to promptly report any abuse of the Clubhouse or its policies to the Rental Office.

Fitness Center

The Clubhouse fitness center is accessible with your building key. It is open from 8:00 a.m. to 10:00 p.m. No one under 18 years of age is allowed in the fitness center without an adult resident present unless Management has given prior authorization. It is advisable to consult your physician before starting any exercise program.

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 as well. Equipment should be wiped down with the provided cleaning supplies after each use.

Party Room

A furnished private party room with a full kitchen is available for your entertaining. 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.

Sauna

The sauna is in the lower level of the Clubhouse. It is open from 8:00 a.m. to 10:00 p.m. daily. It generally takes about 15 minutes to warm up and is a dry sauna. Do not pour water on the rocks, as this can cause significant damage to the heating element. It is advisable to consult your physician before using a sauna.

Sports Courts

A half basketball and full sand volleyball court are located near the 7050 building parking lot entry. Equipment for use may be checked out from the Rental Office. When the courts are busy, it may be necessary to restrict your time to allow others usage as well.

Swimming Pool

A complete list of swimming pool rules is included in this Welcome Packet and will be delivered to each apartment on an annual basis. Signage stating rules is posted within the pool enclosure. Management reserves the right to deny use of the pool to anyone who violates pool rules. For your general information:

- Pool hours are 10:00 a.m. to 10:00 p.m.
- Your building entry key 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.

MAINTENANCE TIPS



Eagle Ridge 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

An air conditioner can cool the air in your apartment to approximately 10 - 15 degrees below the outside air temperature. Always allow a few hours for your apartment to reach the desired temperature. Please follow these tips for maximum efficiency:

1. Remove the white, plastic air conditioner cover and place it in your storage locker or a closet. If you need help getting the cover off, just contact the Rental Office. The covers can be cleaned with warm, soapy water.
2. Close and latch all windows and patio doors.
3. Keep window coverings closed during peak sun hours, especially if you are not home.
4. Remove and rinse the filter at least every two weeks.
5. Turn the air exchange knob to the closed position. The open position pulls in air from the outside. Some air conditioners do not have this knob. Energy Saver models will automatically fluctuate temperatures.
6. Turn the selector dial to high cool at first (if desired) and then switch it to low cool.

7. To ensure a cool apartment when you get home, set the unit on high cool and let it run all day, setting the thermostat temperature a little higher than when home. It won't use a lot of energy but will keep out the humidity.

When the outside temperature falls below 55 degrees (at night or if your air conditioner is in the shade), your unit may automatically shut down. If this happens, you should turn it off and restart when the temperature changes.

Keep your air conditioner remote (if provided) in safe place to prevent loss. Lost remotes are assessed a fee. If you need a battery for the remote or are unable to replace it, please contact the Rental Office.

If you think your air conditioner is not cooling correctly, contact the Rental Office.

* Different air conditioners may require different procedures. Refer to the manufacture recommendations or call the Rental Office if you have any questions or maintenance requests.

Balconies and Patios

Use the balcony and patio doors with care to avoid damage. Screen doors should be left in the open position during winter to prevent them from freezing shut. Care should always be taken so as not to damage the heat register located under the patio or balcony door.

Maintenance items such as non-working locks, doors that do not slide properly, fogged glass, and torn screens should be reported to the Rental Office.

Balconies should be kept free of excessive snow to prevent water running into the siding of the building and possibly into your apartment. If you need a shovel, you may borrow one from the Rental Office.

Blinds

Do not leave window and patio door blinds closed with the patio door or window open, as the wind may turn them in the wrong direction. Always have slats in the open position when sliding vertical blinds open or closed. Do not allow children to twist or hang on the blinds. For safety reasons, do not allow blind cords to be tied, resulting in a loop.

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.

Ceiling Fans

For the most effective use of your fan, use the switch on the side to run the fan counter-clockwise in the summer (for a cooling effect) and clockwise in the winter months (forcing warm air down and out). Make sure to use 40 watt bulbs (do not use LED) in ceiling fans and dust on a regular basis.

Countertops

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 kitchen countertops.

Dishwashers

To get the best results from the dishwasher, please observe the following tips:

1. Remove excess food from the dishes before putting them in the dishwasher.
2. Do not overload the dishwasher or stack the dishes. Do not place dishes over the water cannon located in the center of the dishwasher, as blocking the water cannon stops clean water from hitting the top shelf and may break the cannon.
3. Use a reasonable amount of dishwasher soap to avoid water spots and soap scum on the dishes. Do not use regular dish soap.
4. Clean the rubber dishwasher seal on a regular basis, as soap buildup will cause the dishwasher to leak. Using excessive amounts of liquid soap may also cause the dishwasher to leak.
5. Remove food particles on the drain cover located under the bottom rack.
6. Clear out the garbage disposal and run the kitchen sink water until hot prior to starting.
7. If you do not use your dishwasher regularly, run it through a cycle at least twice a month to prevent possible damage to the appliance.
8. To prevent hard water build-up, run one cup of vinegar through the empty dishwasher every four months.

To prevent damage to the dishwasher, never allow container labels, paper towels, bags, broken glass, etc., to be run through the dishwasher; these items may get caught on the motor and cause permanent damage.

If your dishwasher leaks, fails to clean properly, or will not run, please contact the Rental Office.

Flooring

Vinyl and ceramic flooring should be cleaned on a regular basis. Use care not to drop heavy items that can cause chips 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 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:

1. Always run cold water before, during, and after you put food into the disposal to flush the unit and lubricate the bearings.
2. 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
3. Do not put any drain cleaner into the disposal. If the disposal backs up or the drain becomes clogged, contact the Rental Office immediately.
 4. 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.
 5. 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

The heat is turned on in the fall and off in the spring in correlation with the outside temperature. The buildings are large, and it takes some time to distribute the heat throughout all the floors when the heat is first turned on. The following tips will help keep your home comfortable:

1. Check your thermostat and adjust it to a comfortable setting (68 - 75 degrees).
2. Close and latch all windows and doors tightly.
3. Unplug the air conditioner(s) and wrap the cord(s) up. Turn the knob to the closed position. Place the white cover(s) over the air conditioner(s) and secure by turning the clips. If you need help installing the cover, just contact the Rental Office.
4. Move furniture at least 3" away from the heat registers to allow for proper airflow and place the heater's flaps in the open position.

There is a removable panel on the register in each apartment's outermost bedroom. This panel contains a motor that must be accessible for maintenance.

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

If you are getting too little or too much heat, notice water in the carpet under the register, hear excessive noise inside the heat pipes (some noise is to be expected), or the thermostat does not control the amount of heat properly, contact the Rental Office.

Hot Water Heater

Hot water is supplied through a main boiler system in your building. Should you experience a lack of hot water, please contact the Rental Office.

Laundry Equipment

Having in-unit laundry is a convenient amenity, but proper use and care is also required to keep the machines operating well. Please observe the following:

- Never overload the machines. Large items such as pillows, comforters, coats, etc., should be taken to a laundry or dry-cleaning facility.
- Each week, manually cycle the load selector switch to prevent it from sticking, if you typically only use one setting.
- Make sure you are using the correct machine settings and detergent and softener products per their instructions.
- Balance your load evenly in the washer.
- Check pockets and remove tissue, pens, coins, sharp objects, etc., from all clothing prior to laundering.
- Clean the lint screen in the dryer when done each time.
- When starting the washer check for signs of any leaks from the hoses or under the machines.
- Do not leave home when the laundry equipment is operating.

Should you experience any issues with the washer or dryer not functioning properly, contact the Rental Office.

Lighting and Electric

Light fixture covers are simple to remove. If you need instructions or other assistance, 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. The GFI outlet in the main bath controls the electrical outlets in both bathrooms. Check the reset button on it should you lose power.

Should outlets spark or not work when items are plugged in, or the GFI doesn't reset, please contact the Rental Office to have them replaced.

Microwave

Microwave ovens can be a time-saving and easy way to prepare a meal and more. However, always follow food directions (box instructions, recipes, etc.,) for what can and can't be cooked in a microwave (hint: eggs, grapes, and hot peppers can explode and catch on fire!). Never put the following items in a microwave as they can cause damage:

- Nothing – do not run a microwave empty
- Aluminum foil
- Metal or stainless steel objects (or dishes with metal trim)
- Paper bags
- Styrofoam
- Plastic storage containers
- Take out containers

Microwaves should be cleaned regularly. Tips are available online for easy removal of food splatters and to keep the microwave smelling fresh. Cleaning products are available at all home supply stores.

*Microwaves are not provided in every apartment

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 included Mold & Mildew flyer for more information.

Millwork

Please use caution when moving items, vacuuming, etc., to avoid damage to the wood doors, cabinetry, vanities, and floor base in your home. All wood millwork should be cleaned on a regular basis.

Store items in closets away from the doors in a manner that does not impede the opening and closing of the doors. Closet doors can occasionally come off track; just contact the Rental Office should that happen. Do not overload shelves or clothing rods.

Dents, scratches, holes, etc., in millwork are chargeable to you.

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 located under its cabinet.

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.

Ranges

It is important that your range, including the oven, be kept clean and free of excessive food, greases, and soil build-up. No oven-cleaning product should be used in a self-cleaning oven or continuous cleaning oven. Abrasive cleaners, industrial cleaners, and bleach may damage the surface and control panel of the range. For cleaning tips, consult your range manual or contact the Rental Office.

Please do not use regular aluminum foil to line the bottom of the oven or the stove drip pans. Improper use could result in electrical shock or fire and restricts the normal heat flow, causing potential damage.

To prevent fire or personal injury, always follow these precautions: keep combustible items and materials at a safe distance from the appliance, be careful when handling cooking utensils, and never use the range to heat your apartment.

If the range top or oven does not heat up, the temperature seems inaccurate, or if you experience other mechanical problems, please contact the Rental Office.

Refrigerators

The proper temperature setting for your refrigerator may vary with the amount of food you have inside. Most refrigerator controls should be placed on the middle setting for both the refrigerator and freezer. Refrigerators will run throughout the day, and you can expect to hear some sound; excessive noise should be reported to the Rental Office.

Use caution not to overload the freezer or block the vents; restricting airflow will prevent items from freezing. Distribute food items in refrigerator evenly. Placing items of excessive weight on refrigerator shelves or in drawers could cause breakage.

In case of a power outage, leave your refrigerator and freezer doors closed. According to the USDA, refrigerated food can stay safe for approximately 24 hours and frozen food for 24 (half full) – 48 hours (full) if doors remain unopened.

Smoke Detectors

In case of fire, the sound of a smoke detector may be your first warning and can save lives. Please check the smoke detector(s) in your apartment monthly to make sure it is working properly. Just press down on the small button on the face of the detector for a few seconds (up to 10) until the alarm sounds. If the alarm does not sound, contact the Rental Office to have it repaired.

The hall detector is hardwired into the electrical system in your apartment. The bedroom detector is battery operated and the battery must be replaced approximately once a year. Should the alarms sound without the presence of a fire (e.g., smoke from burned toast) you can silence them by fanning the alarm or switching the breaker off until the smoke clears, and then turning the breaker back on. Do not remove the detectors from the wall or ceiling. Never shut the detectors off unless you are positive there is no possibility of a fire. In the case of excess cooking smoke (no fire), do not open the building hall doors, open patio doors and windows only.

It is possible for a detector to start to malfunction or need the battery replaced, and in either case it will occasionally emit short beeps. When this happens, change the battery or contact the Rental Office to have it replaced. Batteries are also available in the Rental Office.

Toilets

Most toilet problems can be solved with a plunger provided upon move in or purchased at any hardware store. If you are not able to unplug 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 plug 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. 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 painting as needed.

Windows

Windows 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 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.