



# RESIDENT GUIDE

## WELCOME NEW RESIDENTS!

We are happy you are here! The following guide is here to assist you with any questions you may have during your stay here at Elmwood Properties. This guide is also here to assist you with the move-in process.

If you have any further questions, please feel free to contact us.

### **Communication:**

The best way is to email [Apartments@ElmwoodProperties.com](mailto:Apartments@ElmwoodProperties.com) or call us at 612-623-4488.

After hours, these extensions go to our cell phones.

You can also find more information in residents' area of our website:

[www.ElmwoodProperties.com](http://www.ElmwoodProperties.com)

### **Move-In package:**

Before checking in, you will receive a Move-In packet along with this Resident Guide. Please read through both. Your move-in packet will have information regarding setting up any utilities along with a form you need to bring into check-in to get your keys. It is important to make sure you have confirmed your check-in date & time and bring in the proper forms.

### **Maintenance:**

All maintenance requests are to be submitted on the website; [www.elmwooproperties.com](http://www.elmwooproperties.com) On the top header, there is a "MAINTENANCE REQUEST" button.

### **Drains:**

Clogged shower drain: Lift drain cover, remove hair and debris from screen filter. Leave screen filter in drain to catch hair.

### **Utilities:**

Electricity:

- Xcel Energy: [https://www.xcelenergy.com/start\\_stop\\_transfer](https://www.xcelenergy.com/start_stop_transfer) or 800-895-4999
- Effective date is the start date of your lease.

Gas: ONLY FOR 918 & 1420 RESIDENTS

- CenterPoint Energy: 612-321-4939 or <http://mn.centerpointenergy.com/>



- Effective date is the start date of your lease.

Cable/Internet:

- Comcast: <http://www.xfinity.com> or 1-800-XFINITY

**Moving:**

Please do all the moving through the back and alley doors of the buildings. However, residents of 918 17<sup>th</sup> and 837-15<sup>th</sup> Ave SE must use front door.

**Residents in 1701-1725:**

Your cell phone will be programmed into the lobby security phone soon. When your visitors call you from the lobby, you can open the building front door by pushing the number 6 on your cell phone. Do all your moving thru the back (alley) doors, not the front door please.

**Lock your apartment door and close your windows:**

When leaving your apartment, ALWAYS take your keys with you. Lock the door and close/lock all the windows.

**CARS:** do not leave valuable items visible on the seats and you will have no problem.

**Bicycles:** Always lock you bikes. You can also bring your bike inside your apartment.

**Apartment Condition Acceptance Form:**

Please complete the form within 5 days after Check-In. Every resident must sign, date and return it to the mailbox in the front of the business office at 1420 Rollins Ave SE. We will visit every apartment soon to correct the items listed on each forms. If you need another copy of the form, you can find it here: [www.ElmwoodProperties.com](http://www.ElmwoodProperties.com). Remember to put your **APARTMENT NUMBER** on the form.

**READ YOUR LEASE AND BUILDING RULES:**

It is very important you understand and know the terms and conditions of your lease and building rules.

**RENT:**

Rent is due on the 1<sup>st</sup> of each month in **one check**. *If rent is received after the 1<sup>st</sup>, the \$50 late fee is applied to your account.* Please attach rent check with the corresponding completed rent coupon. Please deliver it to the office at 1420 Rollins Ave SE mailbox slot. At Check-in we do allow roommates to pay rent separately. However, starting the second month of residency, one rent check per apartment with corresponding rent coupon.



**WEBSITE & FORMS:**

Almost everything you need to know about living here is at [www.ElmwoodProperties.com](http://www.ElmwoodProperties.com). There are other forms there, too, which you can print out any time. These are located under RESDIENTS > MOVING IN.

**Heat :**

**1701-1725 Elm St SE and 1100 Como Ave SE:**

You can find the heat control knob in the living room on the radiator. Keep furniture AWAY from this knob so the furniture legs do not break it. Push the red button and turn the knob to "2." This will keep your apartment at about 70-72 degrees all winter. Any higher and your apartment may be too warm. Do not open the windows to "cool off" your apartment and waste heat. Just turn the valve down to "1" or even "0" to reduce the apartment temperature.

**924 17<sup>th</sup> Ave SE and 1313 Como Ave SE:**

On the wall in the living room is a control for the heat. The round knob adjusts blower speed only. Set it to low most of the time.

**1410 Rollins Ave SE and 918 17<sup>th</sup> Ave SE, 817 12TH Ave SE:**

These apartments have separate heating systems with a regular thermostat in each apartment. Turn the switch to "heat" and set the temperature dial to the temperature you wish.

Please do no open windows to "cool down" your apartment.

**Parking:**

Your assigned parking space will have your unit number on it. Extra spaces are available in most lots. Please email us if you need a space. If a car other than yours or a guest's is in your spot, please contact us so that it can be towed. Any vehicle parked in the middle of the lots or any signed no parking area will be towed.

**Package delivery:**

If you are not at home, UPS, FedEx and other carriers can leave the package at our business office: 1420 Rollins Ave SE. You can also instruct your senders to deliver packages to the office. Packages that do not fit in the mailboxes may shipped or delivered to the business office at 1420 Rollins Ave SE, Minneapolis, MN 55414-2349, for later pick up by resident.

**Internet:**

All buildings have free internet. There is an internet outlet in the kitchen or front closet. You can plug your computer there or install your own router. Please make sure it is a ROUTER only.

**Webcams:**



There are internet webcams all around and inside most of our buildings. You can see them any time on the website: [www.ElmwoodProperties.com](http://www.ElmwoodProperties.com), under the RESIDENTS TAB  
username: viewer password: 9999

**Lease Transfer:**

We do not allow subletting; however, we do have lease transfers. This is when both the resident(s) and us work together to find new residents to take over your lease. You will be responsible for rent until another resident takes over.

We also allow for roommate switches. This process uses the same lease transfer form.

Typically, the current residents do most of the searching for roommate switches.

For all lease transfers, all new residents must apply and go through our normal leasing procedures. Our normal move-out / move-in procedures also apply to this process.

The lease transfer form can be found on our website; <https://elmwoodproperties.com/>

**Noisy neighbors:**

Call 612-623-4488. Do not call police 911 unless the matter is life-threatening or involves a crime

We abide by City of Minneapolis ordinances regarding noise and parties. Per your lease agreement, any violations of said ordinances may result in fines, eviction, or non-renewal of lease.

**NO SMOKING:**

All Elmwood Properties are NO SMOKING. This includes all residents and their guests. Per your lease agreement, any violations may result in fines, eviction, or non-renewal of lease.

**Electricity Out:**

If electricity goes out, first check the circuit breaker behind the apartment entry door, as this is most commonly the reason. If any of the switches are kind of in the "middle", flip them OFF, then ON.

If this does not work, then call 612 623 4488 or XCEL Energy at 1-800-895-1999

**Grills:**

For safety reasons, grills are not permitted on balconies. You can use them anywhere outside the building so long as they are safely attended to and a safe distance from any structures.

**Windows:**

We provide mini blinds for every window. If you want any additional window decoration, please call us first. Please do not attempt to remove the screens. They are not designed for easy removal, and you will have to pay for a new replacement.



**Walls & Decorations:**

Residents are permitted to hang objects on sheetrock walls with small nails only. We ask that adhesive, tape and gum-like objects are not used.

**Keys:**

Keys provided to our residents are for their use only. Keys are not to be copied, loaned, or given out. Replacement key costs: set: \$45; building key: \$15; apartment key: \$15; mail box key: \$15.

**Happy residents:**

We want you to be satisfied and happy living here, and we promise to do everything possible to make your stay enjoyable and comfortable.

Thanks for choosing to stay at Elmwood!

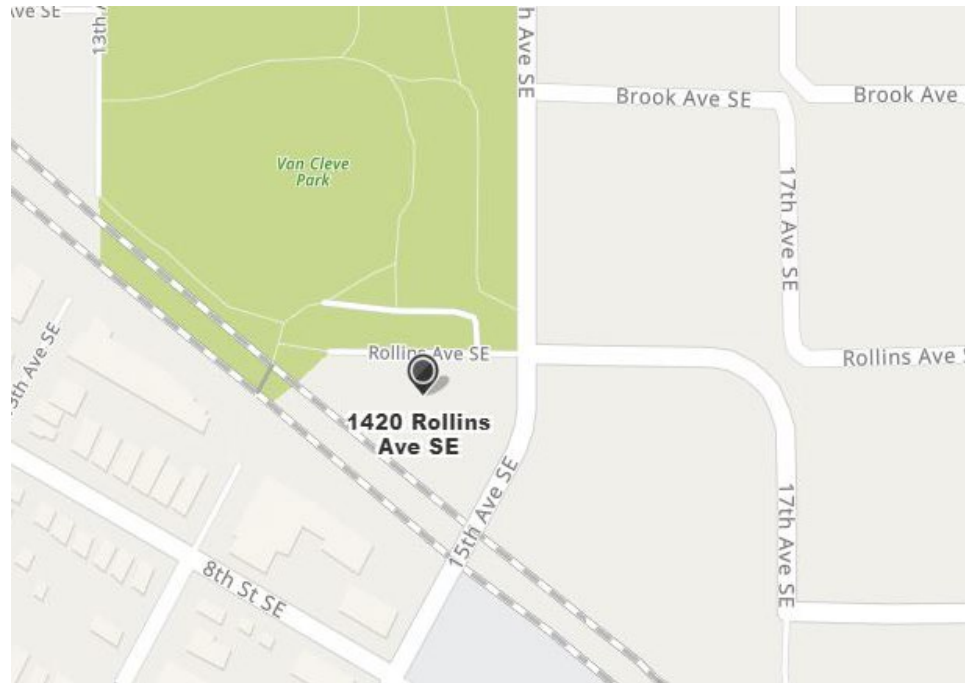


# Elmwood Properties

1420 Rollins Ave SE, Minneapolis, MN 55414 Tel: 612 623 4488 www.ElmwoodProperties.com

## BUSINESS OFFICE

1420 ROLLINS AVE SE, MINNEAPOLIS, MN 55414-2349  
Tel.: (612) 623-4488 Fax: (612) 379.0142  
<http://www.ElmwoodProperties.com>



### DROP BOX FOR

- Rent Payments
- All Forms
- Apartment Keys