

# RESIDENTIAL TENANT **Handbook**

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2024

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# CONTACT INFORMATION

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Dear Tenant, please read through this handbook thoroughly, it will provide you with answers to many common questions.

In case of emergency maintenance, please call our 24/7 maintenance line: 507-740-1419 or call 911 in case of an emergency.

- **PLAID HAT MANAGEMENT OFFICE LOCATION:** 1400 MADISON AVENUE #311 MANKATO, MINNESOTA 56001
- **MAIN OFFICE:** 507-995-5392 & [INFO@PLAIDHATMGMT.COM](mailto:INFO@PLAIDHATMGMT.COM)
- **MAINTENANCE:** 507-740-1419 & [TAYLOR@PLAIDHATMGMT.COM](mailto:TAYLOR@PLAIDHATMGMT.COM)
- **LEASING:** 507-995-6307 & [LEASING@PLAIDHATMGMT.COM](mailto:LEASING@PLAIDHATMGMT.COM)
- **FINANCE:** [ACCOUNTING@PLAIDHATMGMT.COM](mailto:ACCOUNTING@PLAIDHATMGMT.COM)

# TENANT PORTAL

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## APPFOLIO- YOUR TENANT PORTAL

We encourage each Tenant to activate their Tenant portal. Through this portal, you will be able to submit maintenance requests, pay rent, and communicate with property management.

Your lease along with other pertinent information will be available to you through your Tenant portal. Please ensure all information you enter is correct, such as emergency contacts, vehicle information, email address, phone numbers, and insurance policies.

If you need to edit or change any information, you are able to do so on the portal at anytime.

## PAYMENT INFORMATION

To avoid unnecessary fees, we encourage Tenants to pay rent via the Tenant Portal with echeck. \*These fees are subject to change\*

- Credit Card Fee: 3.49% of total transaction
- Debit Card Fee: \$9.99 per transaction
- eCheck: Waived

## FEES AND FINES

- Rent not received by the fifth (5th) of each month will incur a late fee. Please refer to your lease for applicable fees.
- Utilities not transferred within 14 days of lease commencement, a \$35 monthly fee will be imposed for each month utilities remain in Landlord's name.

# MOVE-IN INFORMATION

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## ADDRESS AND UTILITIES

YOUR ADDRESS IS LISTED ON THE FIRST PAGE OF YOUR LEASE AND IS LISTED IN YOUR TENANT PORTAL.

You are responsible for putting all applicable utilities in your name. If you are unsure what utilities you are responsible for, check your lease agreement. Your move-in will NOT be scheduled without proof of utilities transferred.

## KEYS

Door keys, mail keys, and door fobs are the sole responsibility of the Tenant(s). Lost or stolen keys & fobs must be reported immediately. Any lost or stolen keys & fobs are subject to replacement fees of keys and re-keying units.

## MOVE-IN CONDITION

At the time of move-in, we will have an agent from our office taking pictures of the move-in condition as well as a form for your file. If you notice something after the move-in inspection, please send us written documentation (email) with a photo of the defective/damaged item (i.e chip in baseboard).

All undocumented items will be charged to the Tenant(s) upon move-out.

# MAINTENANCE & REPAIRS

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- It is the responsibility of each Tenant to notify Management of needed repairs within their unit.
- It is the responsibility of Management to address maintenance requests within a reasonable time.
- Tenants may submit maintenance requests using their Tenant portal anytime (24/7.) The Tenant Portal allows Tenants to add notes, priority of requests, and preferred maintenance times.
- Tenants may also call the maintenance line at 507-740-1419 for maintenance issues.
- **Maintenance Emergency Line:** 507-740-1419 emergency requests including after-hours lockouts, something causing immediate damage to the unit, overflowing toilets, flooding, and leaking or frozen pipes should be reported immediately. **If you are in danger- including but not limited to; fire, carbon monoxide leaks, or floods, CALL 911 and notify maintenance thereafter.**

# TENANT RESPONSIBILITIES

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- The apartment shall be occupied by only the Tenant(s) and listed dependents at listed in your lease. Tenant(s) agree(s) that no other person or animal shall share the apartment other than those herein listed on the lease without LANDLORD'S written addendum. LANDLORD reserves the right to refuse any additional Tenant(s). If a written addendum or sublet/sublease agreement is requested and approved by LANDLORD, there will be a **\$100.00 fee** for this service.
- Tenant agrees to obtain renters' insurance policy (as written in your lease) for the duration of their lease with LANDLORD as additional interest on the policy. TENANT(S) will provide proof of coverage within 14 days of lease signing.
- Tenant will keep Management updated with changes in VEHICLES, PETS (IF PERMITTED IN LEASE), PHONE NUMBER, EMERGENCY CONTACT INFORMATION, AND ALL OTHER PERTINENT INFORMATION. Emergency contacts cannot be occupants in the same unit as Tenant.
- Tenant understands rent is due on the FIRST (1st) DAY OF EACH MONTH. Service charges/fees will be added to Tenant's account if not received by the FIFTH (5th) of the month. An NSF Fee (non-sufficient funds fee) for any insufficient funds, checks, or payments received.
- Tenant will keep common areas such as hallways, mailrooms, stairways, and all other common Tenant areas free from obstructions and personal items.
- Tenant understands they have the right to quiet enjoyment. Any social party or gathering disturbing the quiet enjoyment of other Tenants or causing damage to the premises, including any apartment unit or any common area, shall constitute a violation of this Lease. Quiet enjoyment also includes the right to inhabit your unit without disruption of smell, sound, and damage, including smoke inhalation.
- Tenants agree to keep the premises in a clean and sanitary condition, and to comply with all laws, health, and policy requirements with respect to said premises and appurtenances.
- Tenant understands waterbeds are prohibited.
- Tenant understands ANY unregistered pets will incur a \$25.00 fee PER DAY PER PET. In addition to fees, Tenant is responsible for any damage caused by the unregistered pet(s). This includes any petsitting, visiting, or visiting pets.
- Tenant agrees there are no oral or implied agreements.
- Tenant agrees to notify Management if any smoke or carbon monoxide batteries need replacement. Tampering or disconnecting either detector is ILLEGAL.
- Tenant agrees and acknowledges the building in its entirety, and its units are **smoke-free**. Tenants will incur a charge if found smoking within the building.

# TENANT RESPONSIBILITIES: (CONTINUED)

- Cars shall be parked ONLY in spaces designated for the building.
- NO JUNK CARS- this includes inoperable vehicles and vehicles with expired plates and/or tabs. If Tenant needs a special accommodation for a moving truck, van, or other oversized vehicles, it must be approved by Landlord.
- Tenant visitors cannot exceed FOUR (4) consecutive nights and no more than SEVEN (7) nights per month. Tenant agrees to obtain prior approval from management for special accommodations.
- Tenant will not alter the unit. This includes, but is not limited to painting, removing, or adding fixtures, wallpaper, sheetrock anchors, flooring alterations, TV wallmounts, or electrical or plumbing work.
- Tenant agrees to keep their unit at a minimum of 65 Degrees Fahrenheit to avoid frozen pipes.
- Residents MUST have appropriate permits and licenses for Firearms to keep them within the residence. Firearms must be LOCKED or SECURED when stored in rental units or garages in Tenant's name.
- Tenant will be charged \$75.00 (as of January 1, 2024, and subject to change) during business hours (Monday-Friday 8:00 AM-5:00 PM) for lockout assistance. AFTER HOURS (between the hours of 5:01 PM-7:59 AM and Weekends), the Tenant will be charged a minimum of \$112.50. This applies to garage units, storage units, building lockouts, and unit lockouts.
- Any temporary vacation-style rental of units to individuals not on the Lease is prohibited. Tenant will be subject to fines and/or eviction as a result.



# MOVE-OUT INFORMATION

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- Tenant understands their Lease has expired and they are to be fully vacated by 10:00 am (or any other time as indicated on the Lease) on the last day of their lease. Times are subject to availability and must be scheduled in advance.
- Tenant must schedule a move-out inspection before moving out.
- Tenant has NO BALANCE DUE upon move-out.
- Any items left behind by Tenant will be disposed of or stored at TENANT COST.
- Tenant understands that beyond reasonable wear and tear, the Tenant will be responsible for damage to the unit.
- Tenant ensures the entire unit has been cleaned including but not limited to the refrigerator, bathrooms, closets, floors, and carpets have been shampooed.
- Tenant shall notify Management if any patching, painting, or sanding needs to be done in the unit BEFORE move-out inspections.
- Tenant agrees to return ALL entry methods upon move-out including keys, mail keys, and fobs. A \$50.00+ charge will be imposed for failure to return all entry methods.
- Tenant agrees to provide Management with a forwarding address.
- Tenant agrees to transfer all utilities back into Landlord's name: C/O Plaid Hat Management 1400 Madison Avenue #311, Mankato, MN 56001.
- Tenant agrees to vacate the unit on the last day of the lease term by 10:00 am (or any other time as indicated on the Lease), including ALL personal belongings. Along with being fully vacated, Tenant agrees to leave unit fixtures, appliances, floors, walls, and other items attached to the unit in a clean and good operating condition.
- Tenants will be charged for cleaning, repairs, or removal/disposal of items left behind at the standard hourly maintenance rate (minimum 1 hour) and carpet cleaning at a minimum of \$300.00.

# SECURITY DEPOSIT

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- Tenant understands security deposit refunds cannot be picked up at Landlord's office.
- Refunds will be MAILED or returned via E-CHECK if Tenant completes the move-out information necessary to do so. The forwarding address must be provided by Tenant.
- Any damages incurred by Tenant will be taken from the security deposit.
- Damage due to pets (if allowed per your Lease) will be deducted from the security deposit.
- Tenant must give a 60-Day Written Notice of intent to vacate.