



Red River Management

Resident Handbook

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WELCOME LETTER

Dear New Tenant,

As your new property management team we would like to welcome you into your new home and thank you for choosing to work with Red River Management. The purpose of this handbook is to assist you with caring for your home and also will answer the most common questions you will have while working with our property management company.

Please take a moment to take a look through this packet, it will give you all the basic information you will need to get started and settled into your new home. If after looking through, you still have questions, feel free to call our office and someone will be happy to answer any questions you might have and help you in any way we can.

Red River Management is committed to providing friendly and helpful service to all of our owners and tenants. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help- we are the KEY to stress free living!

We look forward to working with you.

Warm Regards,

The Red River Management Team

PAYING RENT

When is rent due:

- **Rent is due on or before the 1st of each month.** If rent is not received after the 3rd a \$25.00 late fee will be assessed. Rent received after the 15th shall be assessed an additional \$25.00 late fee. Please note this timeline includes weekends and holidays.

How to pay rent:

1. Online (payments will be accepted soon!)
2. Check, money order or cashier's check, payable to Brookstone Property, Greystone Properties, or Maple Valley Twin homes. **Place your name and property address on the check or money order to ensure that you are properly credited with rental payment.**
3. Mail-Please address mail to Red River Management, 5306 51st Ave S Fargo 58014.
4. In person during normal business hours or after hours by placing your rent in the secured lock box to the left of the front door. Be sure the envelope is properly labeled with your address.

Important notes:

- **Place your name and property address on the check or money order to ensure that you are properly credited with rental payment.**
- Review your check or money order and ensure it has the names of payer/payee, correct date, and filled out with the correct amount.
- Leaving cash or an incomplete check or money order on the premises is not the management company's responsibility.
- When the office is closed, place your rent in the lock box to the left of the front door and please be sure the envelope is properly labeled with your address.
- If a rent check is returned for insufficient funds (NSF), all charges including NSF (\$30), late and posting fees will be charged to you.

Operational hours are Monday through Friday from 9:00 AM to 5:00 PM. Please note the office may be closed during Tenant check-ins, check-outs, or for showings

RULES & REGULATIONS

- **All Requests or complaints MUST BE IN WRITING!** They will not be accepted unless they are in writing.
- **Security deposits:** Your security deposit cannot be used to pay last month's rent or any other month's rent.
- **Pets:** Animals are only allowed with prior approval of the owner and the management company. Once approved, you must sign the animal agreement form. Each animal must be 65 pounds or less and older than 18 months old. A maximum of two pets are allowed. The first pet requires a \$500-dollar non-refundable deposit and the second pet requires a \$250-dollar non-refundable deposit.
- **Keys:** If you lose or lock yourself out of your home during office hours there is a \$25-dollar charge to make a copy of our back-up set of keys. After office hours (later than 5:00 PM during the weekday or weekends), there is a minimum \$80-dollar fee for an emergency maintenance response.
- **NO SMOKING:** No smoking is allowed inside the rental units. If you or your guests, choose to smoke outside, fire proof receptacles are required on your patio/deck in which all ashes/butts must be placed. DO NOT throw them on the property grounds, please be responsible.
- **Vehicle Parking:** Only approved and operational vehicles in designated areas are allowed. Vehicles will be towed at owner's expense, if parked in a no parking zone or in an undesignated parking spot. Tenant shall ensure that their guests abide by all of these parking policies and rules. Absolutely NO parking on the grass or lawn areas at any time.
- **Guests:** Tenant is responsible for their own proper conduct and that of all guests, including the responsibility for understanding and observing all rules and regulations. A guest (s) staying longer than 14 days will require approval by the management company.

RULES & REGULATIONS

- **Noise:** While the premise is well constructed, they are not completely sound proof and reasonable consideration for neighbors is important. **Particular care must be taken inside and outside between the hours of 9 p.m-9 a.m. If you or your guests disturb others, legal action may be taken.**
- **Smells:** No offensive smells or odors are permitted. This includes but is not limited to cooking.
- **Decorating:** We encourage you to decorate and make your unit feel like home. Pictures may be hung on a small thin nail. Large screws, nails, tape hangers, and bolts are not permitted. **YOU CANNOT PAINT WALLS, TRIM, or CUPBOARDS** within your unit. Wallpaper, contact paper, or adhesives are not permitted.
- **Snow Removal:** Tenants are responsible for removing snow on their patio, steps, and up to 2 feet in front of their garage door to prevent snow from being plowed into it and causing it to buckle.
- **Yard & Grounds Maintenance:** If yard care is provided in your lease agreement, you will be notified of your lawn care day and are responsible for keeping pets secured, pet waste, lawn furniture, toys, etc. picked up, and gates unlocked to allow lawn care maintenance access to your yard. If you are responsible for maintaining your yard, upkeep of flower beds, lawn care and maintain other parts of the yard is expected. **Additional care should be taken to keep the grounds clean, you are responsible for keeping your yard free from debris, garbage, or any items that detract from the appearance of the premises.**
- **Routine maintenance:** As you become more settled in your new home it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:
 - Replacement of light bulbs
 - Cleaning or replacement of furnace and refrigerator filters- they will be provided to you every 6 months.
 - Replacement of batteries in smoke detectors and CO detectors
 - Regular cleaning inside and outside of your unit

SUBMITTING A MAINTENANCE REQUEST

- We ask that you submit maintenance requests *in writing* to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the problem. Please do not call or text with a maintenance issue, unless it is an emergency.
- If a maintenance issue should arise, please complete a maintenance request by submitting a work order online at www.redriverpropertymanagement.com or fill out the maintenance request form provided in the back of your handbook and drop it by the office or in the lock box. **No maintenance requests will be accepted unless they are in writing!**
- When preparing your work order please remember to complete the section on how to enter the property. If you need to be present, remember that the maintenance department schedules appointments Tuesday-Thursday from 8:00 AM – 5:00 PM or Monday-Friday from 5:00 PM-7:00 PM.
- Tenants are responsible for securing any pets that may be encountered on the visit to the property.

UTILITY SERVICE INFORMATION

- **City of Fargo (water/sewer/garbage)- 701.241.1324**
- **City of West Fargo-701.433.5305**
- **Xcel Energy (gas)- 1.800.895.4999**
- **Cass County Electric- 701.356.4400**
- **West Fargo Post Office- 701.282.3185**
- **Fargo Post Office-701.353.6048**

***Please make sure all utility service forms have been filled out and turned into management.**

***Please call the post office, let them know your new address and they will issue you a key for your mailbox.**

EMERGENCY FAILURE STEPS

(PRIOR TO CONTACTING MANAGEMENT)

Gas and Electric Heat:

- ✓ Check the thermostat to see that the controls are set properly
- ✓ Check all the fuses and circuit breakers
- ✓ Check the access panel to the blower compartment to ensure the panel is securely closed.
- ✓ Test any other appliances to determine if service has been interrupted

In all cases, slightly open an indoor faucet and allow it to drip to prevent freezing until the heating system is operational.

Water related issues:

- If water is running onto floors from any appliance, fixture or pipe, close the shut-off valve for the appliance / fixture or shut-off the main valve for the property. If you reside in a unit with on-site management contact them immediately. Otherwise, submit a maintenance request and maintenance will be available during normal business hours.

Power:

- If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.
- If the power is only out in your house / unit, check the circuit breaker panel, located in the utility room. One or more circuits may be tripped and you may see the switches in the off position. If no switch is off, turn each switch off, then on, to reset the circuits. If this doesn't solve the problem, report maintenance emergency.

Hot water heater:

- If your hot water is running out quickly, you will need to reset the unit.
- Your hot water heater is located in the utility room, find the reset button and push it. Hot water should function normally again. If you find yourself having to push the reset button more than a few times, submit a maintenance request.

MAINTAINING FIXTURES and APPLIANCES

Furnace and wall heaters:

- All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. We will provide you with a new filter. Problems caused by failure to clean / replace the filter will be the tenant's responsibility.
- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.

Central air conditioning:

- Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature. If your AC unit is not working properly, make sure it is not frozen-this can happen from trying to cool your home too quickly. Let it thaw out and if it continues to be an issue submit a maintenance request. It is also important to clean air filters at a minimum twice a year.

MAINTAINING FIXTURES and APPLIANCES

Drains:

- **AVOID** letting food and hair get down the drains. **Clogged drains caused by hair, grease, etc. are the tenant's responsibility.** Some dishwashers will clog from food left on the dishes when put in the machine.
- An excellent drain cleaning / clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

Garbage disposals:

- **ALWAYS** run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, potato peelings, bones, or any item that is particularly tough. **NEVER** put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit becomes inoperable, **ALWAYS** be sure to check the power switch first (usually under the sink), then try the reset button (somewhere on the machine), and remove all contents before submitting a maintenance request. Problems caused by misuse are the tenant's responsibility.

MAINTAINING FIXTURES and APPLIANCES

Refrigerator coils and drip pans:

- Keep the area behind the fridge and underneath clean. Coils and drip pans will require cleaning. If drip pans are not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

Stove or oven:

- Be aware of the various bake, broil, time bake, and self-clean controls. To operate the self-cleaning features, please follow the instructions of the appliance. For continuous cleaning ovens use soap and water to clean, please never use oven cleaners or abrasives as this will ruin the finish.

Plumbing fixtures:

- NEVER use abrasives on brass or gold fixtures, and it is best to wipe fixtures clean after each use.
- Many homes and apartments have low-flow toilets. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. You may need to hold down the handle when flushing to avoid clogs. **Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.**

Ceramic tile – Tub and Shower Walls:

- Dilute 1-part white vinegar in 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.
- NEVER use scrubbing cleansers like Comet or AJAX on fiberglass tub surrounds, as these products will permanently scratch the surfaces.

MAINTAINING FIXTURES and APPLIANCES

Water damage:

- **Tenants must take care to avoid water damage caused by allowing water to sit on counters, cupboards, and floors.** Please be aware that if there is water damage to the flooring, cupboards, or counters, the tenant could be charged to replace them at move-out.

- Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum/vinyl and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower.

Mold:

- It is resident's responsibility to occupy the premises in such a manner that mold is not created. In the event that mold is observed, resident shall immediately notify management in writing. Owner and management not responsible for any injury or illness caused by mold and mold agents. *Use fans in the bathrooms and open windows regularly to prevent mold.

Kitchen Counters:

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

Mini Blinds:

- Do not soak mini blinds. Spray them with a mild soap and water solution and wipe them down.

Smoke and CO Detectors:

- AC/DC powered detectors will usually require Duracell MN 1604 9 Volt batteries and each detector will need to be tested to stop beeping.

MAINTAINING FIXTURES and APPLIANCES

Hardwood Floors:

- It is best to sweep and dust regularly. Clean floors with a small amount of vinegar in water.
- Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

Marble and granite:

- Never use any acidic or abrasive cleaning products, including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.

SEASONAL MAINTENANCE

Interior:

Furnace:

- Clean or replace the air filter regularly. All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season-we will provide you with the filters. Problems caused by failure to clean / replace the filter will be the tenant's responsibility.
- Set the thermostat to an appropriate heat level for winter and cool level for summer. *Note that you will be held liable for any damage incurred due to turning off the heat when leaving on vacation during the winter.*
- Inspect all supply and return vents for cleanliness and obstructions.

Smoke and CO Detectors:

- Test all smoke detectors on a regular basis. Battery operated models will begin to make an intermittent beep when the battery is running low. Replace batteries in the fall and spring.
- Note that AC/DC powered detectors will usually require Duracell MN 1604 9 Volt batteries and each detector will need to be tested to stop beeping.

SEASONAL MAINTENANCE

Exterior:

Lawn and Shrubbery:

- Maintain the lawn and shrubs surrounding your unit. Remove leaves and branches in the fall. (if applicable)

Gutters:

- Inspect that all gutters work and are free and clear of debris. They should drain freely away from the foundation.

Winterization: Faucets and Outlets

- Wrap all outside facets. If possible, close the isolation valve and open the outdoor faucet. Remember during the spring to close the faucet before opening the shut-off valve.
- Cap all outside electrical outlets or disconnect the appropriate fuse or circuit breakers.

Sump Pumps:

- Make sure sump pumps are working properly and all hoses are hooked up accordingly to help keep drainage away from the foundation of your home.

VACATING CHECKLIST

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the unit in the condition you received it. If you have any questions, please contact your property manager.

General:

- ✓ Provide a written notice of your intent to vacate a **MINIMUM** of **60** days prior to the end of your lease term. This written notice must be **RECEIVED** in the office and signed by all tenants on the lease within this timeframe.
- ✓ Schedule your check-out with management at least one week before you vacate.
- ✓ Complete change of address cards for the Post Office and provide our office with a forwarding address.
- ✓ All utilities must remain on until your final check-out, it is your responsibility to cancel utilities, cable, phone, etc. services.
- ✓ If vacating in the winter, set the thermostat no lower than **60** degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or is below **60** degrees.

Refrigerator:

- ✓ Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- ✓ Take out refrigerator shelves and drawers and wash in warm water, dry and replace. Clean under lower drawers.
- ✓ Wash and dry outside of refrigerator and vacuum back and lower grills.
- ✓ Move refrigerator from wall and clean underneath and behind it.
- ✓ **DO NOT TURN OFF!**
- ✓ Replace light with an appliance bulb, if necessary.

VACATING CHECKLIST

Stove:

- ✓ Remove racks and broiler pan; soak in hot water and clean, dry well.
- ✓ Clean inside of oven, top of stove, knobs, under elements, under stove and the bottom drawer.
- ✓ Wash and dry outside of stove.
- ✓ Replace oven light with appliance bulb if burned out.
- ✓ Move stove out and clean wall and floor.

Cabinets and Drawers:

- ✓ Wash cupboards inside and out.
- ✓ Wipe out drawers with damp rag.
- ✓ Clean sink, fixtures, and counter tops well.

Miscellaneous In and Near Kitchen:

- ✓ Make sure garbage disposal is empty and clean.
- ✓ Clean inside and out of dishwasher; include inside seal.
- ✓ Wash microwave and clean filter.
- ✓ Change appliance bulb, if necessary.
- ✓ Wash windows, blinds, screens and clean sills and tracks.
- ✓ Scrub kitchen floor, including under movable appliances and baseboards
- ✓ Wash all light fixtures in warm water and soap. Clean switch plates.

Living Room:

- ✓ Wash windows, sills, clean tracks, and blinds.
- ✓ Clean light fixtures and switch plates.
- ✓ Vacuum carpet and clean baseboards.
- ✓ Wash floor and clean baseboards.

VACATING CHECKLIST

Bedrooms:

- ✓ Wash light fixtures and switch plates.
- ✓ Wash windows, clean sills, tracks, and blinds.
- ✓ Vacuum carpet and clean baseboards.
- ✓ Clean closet and wash closet racks with a damp cloth.

Bathrooms:

- ✓ Clean bathtub, tile around tub, fixtures/knobs, and drain-all should be free of hair and soap scum.
- ✓ Clean sink, knobs, and fixtures.
- ✓ Clean inside and outside of toilet.
- ✓ Scrub floor, baseboards and behind toilet.
- ✓ Wash mirror.
- ✓ Clean windows, sills, tracks, and blinds.
- ✓ Clean fan/vent and light fixture.
- ✓ Clean vanity inside and out, including drawers.
- ✓ Clean door, cabinets, knobs, and fixtures.
- ✓ Clean inside of medicine cabinet.
- ✓ Wipe toilet paper holder and towel rods.
- ✓ Clean light and switch plates.

Miscellaneous:

- ✓ Clean out ALL floor vents.
- ✓ Clean tracks of sliding doors.
- ✓ Replace ALL burned out bulbs.
- ✓ Clean and dry inside and outside of washer and dryer. Clean lint trap.
- ✓ Clean racks above the washer and dryer with damp cloth.
- ✓ Pull out washer / dryer and clean floor.
- ✓ Wash ALL doors, especially around knobs.
- ✓ Wash inside and outside of front and back doors.
- ✓ Sweep garage and sweep down cobwebs.

VACATING CHECKLIST

Outside/yard:

- ✓ Pick-up all animal waste in your yard-you will be charged a cleaning/removal fee for any that remain on your property.
- ✓ Pick-up ALL trash around your property, in your yard, and window wells-you will be charged a cleaning/ removal fee for any remaining garbage.
- ✓ Remove all DISH Network devices, grills, dog houses, tie-outs, lawn furniture, etc.... you will be charged a removal fee for anything left behind.

Final:

- Return ALL keys and garage openers to management upon check-out.
- Note that carpets are required to be professionally steamed cleaned and sprayed for pests after your final check-out. **Please write check or money order out to Red River Management for \$250.00. This must be done upon check-out. If extra deodorizer or stain removal is needed it will be subtracted from your security deposit (refer to rental agreement).**

Disclaimer:

Management has the final authority to determine how much of the deposit shall be refunded in accordance with the conditions set forth in the Rental Agreement.



Red River
Management

{701.532.0454}

www.redriverpropertymanagement.com

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