

# Elmwood Properties

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1420 Rollins Avenue SE, Minneapolis, MN 55414-2349 Tel: 612 623 4488 Fax: 612 623 4485 or 612 379 0142 <http://elmwoodproperties.com>

## ARRIVING ELMWOOD RESIDENTS - WELCOME!

It will be a pleasure to have you here! Before you become overwhelmed with your new responsibilities in your studies or work here, please save yourself a lot of misunderstanding by using this moment to read and understand the lease agreement and accompanying building rules. Find your street-mailing address on your lease. Please also read the resident guide!

Communication: Best way is email [Apartments@ElmwoodProperties.com](mailto:Apartments@ElmwoodProperties.com) or telephone 612 623 4488

### Utilities:

Electricity: Phone Xcel Energy at 1-800-895-4999 or <http://www.xcelenergy.com>.

*Tell them the effective date is THE STARTING DATE OF YOUR LEASE AGREEMENT.*

Telephone: Qwest at 1-800-244-1111 <http://www.qwest.com>

Gas (for 918 and 1410 residents) : CenterPoint Energy 612-321-4939 <http://mn.centerpointenergy.com/>

Internet: There are many internet providers. If you would like high-speed DSL internet, please also talk to Qwest.

Internet and Cable Television: Call Comcast at 651-222-3333 or 1-866-447-7333

Please do not hesitate to call us if you have questions about connections.

Moving: Please do all the moving through the back doors by the alley sides of the buildings.

Move-In package: One person in your apartment will receive the move-in package for the entire apartment, to keep in the clear plastic divider on the wall inside the main entry to your apartment. THIS INCLUDES THE RENT PAYMENT COUPONS, one due with each rent payment. Each resident will receive an individual folder with all the information you must know about living here. Please read your lease and building rules. Please read your Resident Guide, also available on our website at [www.ElmwoodProperties.com](http://www.ElmwoodProperties.com).

Security doors: These are the front and back exterior doors to buildings. Please keep them closed except for your moving time. Visitors can call you on the security phone, assuming we have your phone number to program into the entry phone. Your phone rings, you talk to visitor, YOU push "5" on YOUR apartment phone to unlock building door. YOU MUST GIVE US YOUR TELEPHONE NUMBER FOR THE SECURITY PHONE TO BE CONNECTED TO THE DOOR AND YOUR APARTMENT.

Apartment Condition Acceptance Form: Please complete this form now and return to our business office at 1420 Rollins Ave SE. We want to do all the remaining repairs ASAP and disturb you as little as possible. While we do our very best to have your apartment absolutely perfect on your arrival, we hope you will understand that we may not accomplish every detail. On the Apartment Condition Acceptance Form, please include anything you think we should fix.

Parking: Any vehicle without a parking permit in the paved lots will be towed away. Any vehicle parked in the middle of the lots or any signed no parking area will be towed. Handicapped spaces for vehicles with approved permits only, and state law is firm: \$200 fine if police see you. We have no control over this.

Grills: For safety reasons, grills are not permitted on balconies. You can use them any where on the ground outside.

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.

Repairs: For any repairs, please email or call us right away. We want your place to be in perfect shape. Especially, we want to know about leaking toilets or faucets.

Keys: Your keys are provided on a single ring. Please DO NOT separate the keys. The large square shaped ring operates your building lobby door. The triangular key is for your apartment door. The smallest key is for the mail box. Lost keys cost as follows: building key \$30, apartment key \$2, mailbox key \$2.

Complaints about other people: If you have any complaint about your neighbors, please do not call the police or 911. Please call our office at 612 623 4488 or any of the other numbers listed on the answering machine. We will handle the problem.

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.