

# COBORN PLAZA APARTMENT CARE AND MAINTENANCE GUIDE

Dear Coborn Plaza Apartment Resident,

St. Cloud State University and the Department of Residential Life are proud to welcome you to your new home at Coborn Plaza Apartments. We are thrilled that you have taken the opportunity to live in our facility and we hope that you have an enjoyable experience.

Residential Life, in partnership with Great Lakes Management, has created the following packet to ensure you have information at your fingertips in regards to your new home. Please review the information, as we believe it will help create a safe and welcoming environment for you at Coborn Plaza Apartments.

*Please also note that since Coborn Plaza Apartments is operated by St Cloud State University's Department of Residential Life all university and department policies apply to student residents and their guests. Please review these policies at <http://www.stcloudstate.edu/reslife/policies.aspx>.*

For your convenience Residential Life staff is available to assist you and answer your questions. Please visit the reception desks in the North Building, during scheduled hours posted at each desk, or contact an Apartment Community Advisor. Outside of desk hours, in case of an emergency or threat to your safety and security, please contact the Apartment Community Advisor on duty at 320-828-4865.

Sincerely,

CPA Residence Hall Director

RHD - (320) 308-6126

## **Coborn Plaza Apartment Mailing Addresses:**

Coborn Plaza Apartments—North  
500 3<sup>rd</sup> Street South Apt#  
St. Cloud, MN 56301

Coborn Plaza Apartments—South  
340 6<sup>th</sup> Avenue South Apt#  
St. Cloud, MN 56301

**After desk hours, if there is an emergency which threatens your safety or security or you are locked out of your apartment, please contact the Apartment Community Advisor on duty at (320) 828-4865.**

## RENTERS INSURANCE

### Are you Protected?

Great Lake Management's and Residential Life's insurance does not cover damage to your personal property. That is your responsibility. Even if you are a dependent under your parent's insurance, your personal property may not be covered in the events of theft, loss or damage.

You should consider obtaining renter's insurance to protect your personal property, such as a computer, television, stereo, books, bicycle and furniture, in the event that it is damaged, destroyed or stolen.

#### Value of a Typical Single Person Apartment

**Furniture:** \$4,000  
**TV, Blu-Ray/ DVD players, Stereo System:** \$2,000  
**Cell Phone, Laptop, Tablet, Printers:** \$2,000  
**Clothing:** \$3,000  
**Sports Equipment:** \$500  
**Textbooks:** \$1,000  
**Other Property:** \$2,000

**Total: \$14,500**



### What's the Worst that can Happen?

Because you are living in close proximity to other students, their mistakes can become your problem. If the unit above floods because they left the sink on or strung party lights across a sprinkler head, popping it; the damage to your apartment would be repaired by Management, but the damage to your personal belongings would not be covered unless you have renter's insurance.

Several other causes of loss also are covered including:

- Electrical surges
- Storm damage
- Smoke damage

Renter's insurance will protect your investment in your personal property and additional coverage can protect you from liability within your apartment. In addition, a renter's insurance policy can protect your property in the event of theft, if you are at class, at home, or around town.

### Getting a Policy

There are several different types of policies available, starting at as little as \$10 a month, depending on your needs. Start by seeing if you are covered under your parent's policy. If not some insurance companies will allow you to be added to their coverage for a small additional monthly amount. If this is not possible seek out local insurance agents who could meet you here to assess your needs and create a policy.

## SEVERE WEATHER SAFETY

Please pay attention to the watches and warnings for our area. We are located in Stearns County, Minnesota. If you hear the sirens sound please take action and move to a protected area of the building. At the very least, move away from windows. We encourage you to go to lower levels of the building and stay away from the windows. The places at Coborn Plaza to go in the event of severe weather or tornados are the parking garages away from windows, the lowest levels of the stairwells, and the bike room.

## TRASH AND RECYLING DISPOSAL

### TRASH CHUTES

Every floor has a trash chute available for trash disposal. Please do not dispose of larger items in the trash chute as it can jam the chute or damage the trash compactor.

### DUMPSTERS/ RECYCLING

Attached to the main lobby on the North and South Coborn Plaza building is the parking garages. Inside each of these garages is a dumpster for larger item disposal and a recycling dumpster for any recyclable items. We have single sort recycling so you should be able to dispose of all recycling in the same bin.

## RECEPTION DESK SERVICES

*Desk services are available during posted desk hours ONLY. Staff are unavailable to assist outside of these hours. Please plan accordingly if needing these services.*

The north building of Coborn Plaza Apartments has a reception desk area in the main lobby. This is available for use by all Coborn Plaza residents who live in the north and south building. South Coborn Plaza residents will have access to the north building lobby area and will be able to access the reception desk during the desk hours of operation. The desk hours of operation will be posted at the reception desk and will change during academic breaks.

### Mail and Packages

Reception desk workers will complete mail in both the North and South Building Monday through Saturday by 5pm. Mail will be delivered to the building you live in.

For small packages staff will place them directly into your mail box. If you receive a package which does not fit into your box you will receive a key for one of the package boxes, in your mailbox. Your package will be placed into this package box. You will be able to match the number on the key to the number on the package box. Once you use the key to open the package box the key will be retained in the lock. This indicates to us that you have picked up your package. If you receive an extra-large package or a package which requires a signature, you will receive a slip in your mail box informing you that you have received a package. Please bring it to the North reception desk, **during posted desk hours**, with your SCSU student ID to claim your package.

## Lost and Found

The North building reception desk has a Lost and Found. If you discover you have an item which has gone missing, please check at this desk to see if it was turned in. If items were lost on campus, please see the Lost and Found locations located within campus buildings or the Public Safety office. Sixty days after an item has been turned into the lost and found, if it is still unclaimed, it will be donated.

## Linen Carts

For Move-In and Move-Out, there will be a limited number of linen carts available. They are available on a first come first serve basis and are not guaranteed to be available. Once done using it, please return it right away so other residents may use it. Failure to return the cart may result in the lost privilege of being able to check out items from the reception desk.

## Vacuums

Vacuums are available for checkout at the North reception desk. To check one out, please come by the reception desk during posted desk hours with your SCSU student ID. They are available on a first come first serve basis and are not guaranteed to be available. Once you are done, please return vacuums to the reception desk immediately so other students may check them out. Failure to return the vacuum may result in the lost privilege of being able to check out items from the reception desk.

## After Hours Desk Drop Box

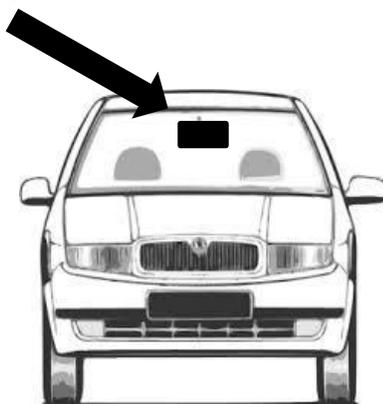
If needing to submit paperwork after the desk has closed for the day please use the desk After Hours Drop Box which is labeled in orange and located right by the outgoing mail box in both the North and the South Building of Coborn Plaza. When the desk opens the following day the desk staff member will file and process any paperwork submitted at that time.

# PARKING GUIDELINES

## Parking Garages

There are 3 parking garages in Coborn Plaza (North, South, Sublevel/Underground). The South Parking Garage (surface level, enclosed) is the Welcome Center's Parking Area and is not available for student use. The North Parking Garage and Sublevel Parking Garages are for Residential Life usage.

All residents who park in the garage must have a valid permit and must hang the permit from their rearview mirror, as shown in the diagram below.



Residential Life staff members will check the parking area to ensure that all vehicles properly display a permit. If they do not, they complete a “Parking Violation Notification” and place a copy on the windshield. If the car is not moved, it will be towed without notice by Andy’s towing at 320- 251-5691. Public Safety does NOT ticket at CPA.

### **Residential Parking Policy (North and Sub-Level Garage)**

- Parking permits are binding agreements and may not be cancelled without approval of the Director of Residential Life, or designee.
- Parking permits are only available to residents of Coborn Plaza Apartments and each resident is only allowed to purchase one permit.
- Permits are for the vehicles, not for parking spaces. Parking spaces should not be used for storage of personal items or additional vehicles.
- Motorcycles, scooters and mopeds follow the same permit process and parking regulations as vehicles. If these fit in the same spot as your vehicle, only one permit is required, but you must provide information on both vehicles to be kept on file.
- Parking permit is only valid for parking at Coborn Plaza Apartments in designated areas. Permit is not valid for parking lots on St. Cloud State University main campus.
- Parking garage preferences are assigned based upon availability and date of completed application, with preference going to students.
- Permits and entry fobs are not transferrable. Failure to adhere to this policy can result in permit cancellation and forfeiture of all fees. If a permit holder has a temporary or permanent change in vehicle, he/she must notify the staff in order to update registration information.
- Unauthorized transfer of an entry fob for the purpose of allowing a non-permit automobile access to a parking garage will result in permit cancellation, and possible Student Code of Conduct violation.
- Vehicles that do not properly display and ensure visibility of their permit, and/or have access a parking garage without authorization are subject to be towed at the owner’s expense.
- The University and Great Lakes Management are not responsible for stolen or damaged property in the parking garages. Owners are advised to not leave expensive personal items in their vehicles.
- In compliance with Minnesota Law, use of accessible parking stalls is restricted only to those vehicles bearing state issued license plates or a displayed state issued certificate. Individuals with disabilities should apply to the State Department of Public Safety. Temporary arrangements can be made by contacting a staff member through the reception desk. Requests to obtain a temporary permit must be accompanied by a physician’s statement defining reason for request of temporary disability parking. If the request is from a person not currently paying for a permit, there may be a fee to obtain a temporary permit.
- Permit holders must register their vehicle each academic year.
- Visitors may inquire at the reception desk regarding locations to park at the complex. Residents and guests may not use the surface parking spaces designated for the Coborn Plaza retail shops and University Welcome Center.
- Failure to abide by all policies and regulations can lead to permit cancellation and forfeiture of all fees.

## **Courtyard Parking**

*Residents of Coborn Plaza Apartments are NOT allowed to park in the Courtyard* unless they are patronizing and inside one of the retail venues. Those not at retail venues will be towed without notice by the retail shops and at the owner's expense. Residential Life does not control this lot and is not responsible for vehicles towed. Towing occurs more frequently when staff need courtyard cleared for plowing. All cars towed go to Andy's Towing at 320- 251-5691.

## **Parking Permit**

To park in the Coborn Plaza Residential parking garages, residents of Coborn Plaza must fully complete a Parking Application form. These are available at the front desk in the North building during desk hours. Once received you will be given access to the garage with your grey FOB. The cost of the pass will be added to your student bill through the university, and can be paid online through your E-services account. No money or checks can be accepted at the Coborn Plaza front desk.

You can purchase a pass for the academic year, for those on a 10 month contract, or for the full year, those on a 12 month contract. Cost of the passes is placed on your student bill at the start of each semester.

## **Guest Parking**

Residents of Coborn Plaza Apartments are allowed to request guest parking for up to 3 nights at no charge. Guest passes are assigned on a first come first serve basis and cannot be guaranteed. Request forms are available and can be submitted at the North Reception desk. Once the permit is available residents will be contacted via their huskynet email and/or cell phone number on file notifying them they can pick up the guest parking permit and FOB.

Guests need to make sure to display the guest parking permit in the front window on the dashboard of their guest's vehicles. Guest should try to park in the designated Guest Parking spaces in the underground garage.

Guest passes should be returned to the front desk within 1 business day of the passes expiration date. If the desk is closed the student should return it to the After Hours Desk Drop box, by the outgoing Mail box in north and south Coborn Plaza. Failure to return the pass within the designated time frame may result in losing guest pass privileges.

## **TROUBLE SHOOTING GUIDE**

*This section outlines how to address concerns with facilities and services in your apartment.*

### **Internet Concerns**

#### ***Work Order Requests***

If you are having concerns with Wi-Fi or Ethernet in your apartment please use the following link to file a work order with our on campus Husky Tech office. Be sure to provide your phone number and email so they can schedule a time to meet you in your apartment to address the concern.

<http://huskynet.stcloudstate.edu/connected/wireless/weakWirelessForm.asp>

## **Cable Concerns**

### ***Work Order Requests***

If you are experiencing problems with your cable, please ensure you have referenced the *Cable* portion in the *Care and Maintenance for Your Apartment* section to ensure you are correctly connected to cable access and your TV is properly configured. If you have done this and still have problems you can file a work order by going to the SCSU Residential Life Web Page, select Services and Assistance, then select Report a Cable TV Problem OR use the following link: <http://www.stcloudstate.edu/reslife/tv.aspx>.

## **Facility/ Appliance Concerns**

### ***Work Order Requests***

If your apartment has a facility or appliance concern please use the following form to get staff assistance: (For internet or cable concerns please see Internet Access or Cable Access sections for directions)

1. Go to: [https://cobornplaza.residentportal.com/resident\\_portal/?module=authentication](https://cobornplaza.residentportal.com/resident_portal/?module=authentication)
2. Create an account and log in
3. Click on Request Maintenance. It will take you to the screen below.
4. Fill in the required fields with: unit number, phone number, email address, location, the problem and its priority (emergency is for alarms, no heat). Describe the work that needs to be completed.
5. Click Submit Request.
6. Great Lakes Management staff will communicate to you via email about the status of your request and the status is always accessible by logging into your account.



**DEPARTMENT OF RESIDENTIAL LIFE**  
ST. CLOUD STATE UNIVERSITY

**(320) 257-9292**  
500 3rd St S.  
340 6th Ave S.  
St. Cloud, MN 56301

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[Dashboard](#) | [Maintenance](#)

[My Profile](#) | [Logout](#)

**Maintenance > Request Maintenance**

Please fill out the form below to submit a maintenance request. Office: 320-308-2166

**⚠️ Your property requires that you allow permission to enter in order to submit a work order. If you do not wish to give permission at this time, please call the leasing office at 320-308-2166 to schedule a maintenance request.**

unit #:

email:

phone:  Home

location:

Problem:

priority:

Do you have a pet?  Yes  No

entry note:   
240 characters left

description:   
1000 characters left

attachment(s):   (bmp, gif, jpeg, jpg, png, pdf, txt, doc, docx)

Attached Files:

permission to enter:  I agree to let the property staff enter my unit to work on this maintenance issue

or [cancel](#)

## Electrical Concerns

### *Kitchen/ Bathroom Outlets Not Working*

If the outlets in the bathroom or the kitchen are not working, press the reset buttons on the outlets. These GFI (Ground Fault Indicator) systems are all connected and each outlet must be reset before the outlets will work. If you need additional assistance, contact the ACA on duty at 320-828-4865.

### *Power Out in One or More Areas of the Apartment*

If power is lost in one or more areas of the apartment, check the circuit breaker panel for a tripped breaker. The circuit breaker panel is located in the hallway, near a bedroom in most apartments. The guilty circuit will EITHER have flipped from the “ON” location to the “OFF” location – OR – the switch will be on the “ON” side of the panel, but will be loose (if you push on it, the switch will “wobble”). If the switch is “loose” and on the “ON” side of the board, switch it to off, then back to on. This should reset the power. If the switch is in the off position, push it all the way off, past the point where it clicks and then switch it to on. If you need additional assistance, contact the ACA on duty at 320-828-4865.

***Power Keeps Going Off***

If the power goes off again, begin unplugging electrical items in the affected area and repeat resetting the breaker. If this happens, it means you either have a faulty electrical appliance or you have too many items plugged in. Before you fill out a work order, make sure the breaker in your power strip is reset as well, if you have such a power strip. Try another piece of equipment in the outlet before notifying maintenance via a **Facility/ Appliance Work Order Request**.

**Lost Key Concerns**

If you lose your keys for Coborn Plaza please report the loss to the front desk. Staff will have you fill out a form to request new keys. There is a charge for the replacement keys and the labor to make the new keys which will be passed along to you after the next monthly billing cycle. This charge will be posted to your student account on e-Services and can be paid online.

It can take at least 1 business day until you will receive your new keys. Until then you can use the on call staff at (320) 828-4865 to let you into the building and your apartment if your roommates are not available. The front desk in Coborn Plaza will call you when your keys are ready to be picked up.

**CARE AND MAINTENANCE OF YOUR APARTMENT**

*This section outlines the rules and requirements for how to maintain and care for your apartment.*

**Cable*****Cable Set Up***

In every room of the apartment there are two cable ports. Multiple ports were built into the place for possible future use, but currently only one receives cable feed. When connecting to cable please make sure to use the correct port before submitting a claim for a problem. Cable cords are not provided and are the responsibility of the resident to purchase.

***TV Set-Up for Cable Use***

When connecting a TV to the cable you will need to do a channel search on the TV using its remote and direction booklet. This should bring up all available channels through the cable feed.

Charter cable, which provides cable to the St Cloud Area only provides digital feed. Please also make sure that you purchase and use a digital TV so it is compatible with their cable service. Analogue TV's will not receive the cable feed available in the St Cloud Area. If you have an analogue TV you will need to purchase a quam tuner at any electronic store to accept the digital signal or purchase a new digital TV.

**Internet*****Wired (Ethernet) Ports***

There are multiple hard wire ports in each bedroom and common area within the apartment for internet access. It is recommended to connect devices to the Ethernet port when using systems which require larger bandwidths such as DVD, Blu Ray, and gaming systems. This will improve the quality of the connection. Ethernet cords are not provided and are the responsibility of the resident to provide.

To use your wired (Ethernet) connection, you will need to register your computer the first time you use it on the network. Registration is a Web-based process. To register:

- Open a Web browser.
- Follow the on-screen instructions.
- You will need your Student ID (8-digit number), valid StarID, and password to complete registration.

### ***Wireless (Wi-Fi)***

Both North & South buildings are Wi-Fi enabled. Items within the apartment that use the same wireless signals can interfere with the signal and reduce connectivity strength of wireless internet routers within the building. Also, too many devices connected on the wireless system versus being plugged into the Ethernet ports can also diminish the wireless signal strength. For more information on how to improve your quality of wireless internet signal, please view this video compiled by St. Cloud State University's Office of Information and Technology: <https://www.youtube.com/watch?v=p8n4HRhsB-c>

Wi-Fi is available almost everywhere on campus. You will need to authenticate to the wireless network the first time you connect and each time you change your HuskyNet password. More information about wireless is available here. To connect:

- Connect to the HuskyNet Secure wireless network.
- Browse to a web site such as [www.stcloudstate.edu](http://www.stcloudstate.edu).
- You will be redirected to the Wireless Welcome Center.
- Follow the on-screen instructions.
- You will need your StarID and password to complete the connection

### ***Registering Game Consoles and Blu-Ray Players***

To be able to use the internet on SCSU's HuskyNet Gadgets internet connection on Gaming Consoles and Blu-Ray viewing devices, please visit the following web page to register your device with the university. You will need to log in to the system with your university StarID to be able to register your device. <http://husky.net.stcloudstate.edu/resnet/game.asp>

## **General**

### ***Housekeeping Requirements***

- You must maintain your home in a clean and sanitary condition that is in compliance with all applicable health, fire, and other applicable codes. You are responsible for maintaining the entryway to your unit.

### ***Garbage and Recycling***

- There are trash chutes on each floor and should be used for normal trash. Items that cannot go down the trash chute and need to be taken to the oversized bins or recycling in the garages are:
  - All recycling
  - Pizza boxes
  - Oversized items or something that has to be bent, folded, or forced down the chute.
  - You are responsible for misuse of facilities if you force items down a chute that plug it.

### ***Window Coverings***

- Only curtains or drapes intended for use as window coverings, or custom-made blinds, may be used as window coverings. Mounting hardware can't be attached to the wood or metal around the window.
- Paper, foil, sheets or other hanging materials that are not designed as window coverings are not acceptable. To maintain proper levels of air circulation and prevent excess moisture accumulation, window coverings should allow for adequate movement of air between the windows and window covering materials. Window coverings cannot cover heating and air conditioning registers.

### ***Decorating and Alterations***

- Your unit has been cleaned and redecorated prior to your occupancy. Neutral colors were used to allow you the opportunity to add individual complimentary colors through personal furnishings.

## **In-Unit Washer & Dryer**

### ***Washer***

- Please pay attention to the setting on the washing machine. Adjust the load size to match the amount of clothes that you put into the water. Please make sure you do not over-fill the washer. Please also make sure that the clothes in the washer are evenly distributed. Please do not wash large blankets or comforters, cushions, pillows, rugs, or materials stuffed with down in the washers. Please use the recommended amount of laundry soap.

### ***Dryer***

- The larger the load, the longer the load will take to dry. Please do not over-stuff the dryer. The dryer lint screen should be cleaned after each load.

## **Heating and Air Conditioning**

- Thermostats are programmed to heat the apartment when the temperature is below 68 degrees and to cool it when the temperature is above 72 degrees, once the outside air temperature is maintained above freezing.
- Heat sources must never be obstructed or blocked by furniture, drapes, or other objects.
- If windows are open for extended periods of time, it stresses the Heating Ventilation and Air Conditioning Unit (HVAC) in the apartments. Conversely when Air Conditioning is on, HVACs will freeze up if windows are open and the AC is trying to cool the outside as well as the inside. In some cases after the HVACs thaw water damage has occurred within out outside the apartment.
- Those who violate this policy may be fined due to the wear and tear in the HVAC unit in your Apartment.
  - \$25.00 for the first offense
  - \$50.00 for the second offense in the same apartment
  - \$100.00 for the third offense in the same apartment
  - \$100.00 for each offense after the third offense
- There are five reasons to **KEEP WINDOWS CLOSED** when the outside air temperature is below 65 degrees or above 75 degrees Fahrenheit:
  1. Causing the HVAC to perform outside of factory recommendations wastes utilities.

2. Attempting to heat and/or cool the outside world is bad for the environment.
3. Open windows can cause the HVAC's limit switch to trip, or the HVAC to freeze up and/or thaw. Cracking equipment or condensation from thawing can cause water damage.
4. Keeping windows open for an extended period of time; over 10 minutes will result in fines.
5. Besides monetary fines and wasting utilities, consider the following information as relates to your personal comfort: If windows are opened for extended periods of time, after about 10-15 minutes, instead of feeling cooler in the apartment, the temperature will continue to rise as the HVAC kicks out more heat. Within one hour of having just the common windows open, the temperatures in bedrooms will rise to near 90 degrees. Within an hour after that, the living room will reach about 90 degrees. It will continue to be around 90 degrees until the windows are closed and remain closed for a time sufficient enough for the apartment to cool, which may take over a day for a full, four person occupied apartment.

## Stove and Oven

- Do not place plastic, cloth or other flammable items such as salt and peppershakers, napkins or plastic wrappings on top of the range when in use. These items could ignite or melt.
- To clean your stovetop and drip pans use hot soapy water. You may have to remove the drip pans to clean them, and you need to lift the stovetop from time to time and clean the surface beneath with a hot soapy rag. Do not use excessive amounts of water. Wash off all soap or cleaning products thoroughly. If the stove is not cleaned properly it could be damaged when used again.
- Do not line drip pans or oven surfaces with foil as this can be a fire hazard. Do not use spray oven cleaners on any part of the range top or knobs.
- Arrange oven racks when the oven is cool.
- If you should have an oven fire, turn the oven off. If the fire continues, throw baking soda on the fire, use a fire extinguisher and contact the fire department. Pull the building fire alarm system if appropriate. DO NOT put water or flour on the fire as flour may be explosive.
- Clean your oven frequently or whenever it is dirty using the self-cleaning feature. Pick up any large chunks of food before beginning, when the oven is cool.

## Refrigerator

*DO NOT turn the refrigerator off at any time.*

### *Cleaning the inside of your refrigerator*

- Wash inside surfaces of the refrigerator and freezer with warm water and a mild detergent such as dish soap. Rinse and dry thoroughly. To avoid damaging refrigerator surfaces, use a nonabrasive sponge or cloth. Wring excess water out of the sponge or cloth when cleaning around the controls, lights or any other electrical parts.
- **Caution:** Damp objects stick to cold metal surfaces. Do not touch refrigerated surfaces with a wet or damp hand.
- Wash removable parts such as shelves and drawers with mild detergent and warm water. DO NOT USE HARSH CLEANERS ON THESE SURFACES. Rinse and dry thoroughly. DO NOT place removable parts in the dishwasher.

***Cleaning the outside of your refrigerator***

- Wash the outside doors and handles with warm water and a mild detergent.
- Do not move your refrigerator without first consulting with Residential Life via a Work Order. Moving a refrigerator may damage the flooring or the electric cord.

***Other***

- If it is not cooling check the controls dials and notify staff immediately via a work order.
- Do not overload. Overloading will block the airflow and cause the refrigerator/freezer not to cool.
- When there is a power outage, don't open the refrigerator until power resumes preventing cold air from escaping.
- Do not overload side doors as the clips or shelves will break.
- Place the minimum weight on crisper cover to avoid cracking of cover, handles or shelf guards.

**Dishwasher*****Always prepare dishes properly***

- Scrape away large pieces of food, bones, pits, toothpicks, *etc.* Rinse items to be placed in dishwasher. Empty liquids from glasses and cups and wipe lipstick off glasses. Rinse cups and saucers to prevent coffee or tea stains.
- Foods such as mustard, mayonnaise, vinegar, soft egg, fish oil, lemon juice and tomato-based products may cause discoloration and/or tarnishing of stainless steel, silver and/or plastics if allowed to sit for a long period of time. Unless the dishwasher is to be operated at once, it is best to rinse off food soils. Baked-on or burned-on food should be soaked and removed before putting in the dishwasher. A steel wool or synthetic pad will help remove stubborn soil on dishes.
- Load racks so that large items do not prevent the detergent dispenser from opening.
- If the dishwasher drains into a garbage disposal, run the disposal before starting the dishwasher.

***Items not to be washed in the dishwasher***

- Plastic items (except Melmac) because they may soften in high temperatures.
- Rubber or wooden items such as spatulas, wooden salad sets and cutlery with painted handles will deteriorate from frequent washing in hot water.
- Cast-iron utensils will rust and the seasoning will be removed.
- Hand-painted china and milk glasses (whether old or new) will fade the designs and milk glasses may turn yellow unless given special care.
- Anodized aluminum will likely fade the natural glaze in hot water.
- Some brands of pots and pans will lose the non-stick coating. Check with the manufacturer.

***General***

- Keep the dishwasher strainer clean to prevent clogging and look to see that nothing has fallen to the bottom of the tub while loading the dishwasher. Solid objects, broken glass, lightweight plastics and measuring cups can damage the propeller. Ordinarily, dishwashers are self-cleaning.
- Dishwashers must be used on a periodic basis to prevent seals from becoming overly dry and failing. Even if you choose to do dishes by hand, it is your responsibility to run the dishwasher on a periodic basis to prevent damage to seals and equipment and to help prevent odors from developing in unused traps and drains.

***Use only detergents made for dishwashers***

- Other dishwashing detergents will damage dishwashers and cause leaking. Do not add dishwasher detergent until you are ready to run your dishwasher.

**Garbage Disposal**

***Only use it when cold water is running.***

***Foods that are handled easily by the disposal include:***

- Root vegetable peels
- Cauliflower
- Cabbage
- Celery (cut in ¼)
- Onions (not skins)
- Rhubarb
- Citrus fruits (cut in ¼)
- Leafy green vegetables
- Lettuce
- Avocado (not the seed)
- Melon rinds
- Coffee grounds
- Cucumber
- Foods of similar substance

***Items that are not to be put in the disposal:***

- Filtered cigarettes
- Eggshells
- Paper
- Un-popped popcorn
- Metal
- Bones
- Cloth
- Onion skins
- Glass
- Aluminum
- Rubber
- Aquarium rocks
- Corn silks and husks
- Other foreign substance items
- Animal fat
- Nuts (meat and shell)
- Fruit pits
- Always put a lid on the disposal opening when not in use to prevent items from falling into drain

## Sinks

- Keep the strainer basket in place to catch items such as food waste. If you notice a leak from a pipe under the sink, place a bucket or bowl under the leak to catch the water and turn off the hot and cold water supply to the sink using the shut off valves located under the sink on the back wall and notify a Residential Life staff member.
- If you notice leaking from the faucet handles or spouts, shut the faucet off completely and notify a Residential Life staff member.
- If you notice water spraying from the faucet, notify staff.
- Do not use an abrasive sponge and/or scrubbing utensils on stainless steel sinks as they will scratch and damage the surface. Use a nonabrasive cleaner only.
- ***Do not put the following down sink drains:***
  - Grease or oil
  - Drain cleaners
  - Acid
  - Any substance other than liquid

## Microwave

- Please do not put metal dishes, foil, or metal accented dishes in the microwave. Please do not leave food unattended in the microwave.

## Bathrooms

### *Toilets - Normal Use*

- Conventional toilet paper should be the only paper product disposed of in the toilet. Avoid excessive use of toilet paper or putting anything unusual in the toilet. If your toilet malfunctions, and cannot be fixed with a plunger as described below, contact Residential Life staff. There will be no charge unless the damage is caused by negligence or misuse.
- The following items should not be put into toilets and are considered chargeable damage to the toilet and/or sanitary systems:
  - Large accumulation of toilet paper
  - Use of paper products other than toilet paper
  - Disposable diapers
  - Sanitary napkins, tampons, *etc.*
  - Grease, oil, or any other material not designed for use in toilets
  - Any other foreign object found to have been dropped or flushed in the toilet
- It is your responsibility to keep personal items including but not limited to cosmetics, hairpins, pens, pencils and other property away from and out of the toilet. These items can cause plugging and damage if they are accidentally dropped or flushed in the toilet.

### *Clogged Toilet*

- Do not put drain cleaners in toilets; use a plunger. If the problem persists please contact Residential life staff. Please note if maintenance staff comes to fix your toilet and it can be addressed by being plunged then you will be charged for the labor of staff to plunge your toilet.

***Overflowing or Leaking Toilet***

- Immediately shut off the water using the shut-off valve located on the wall near the base of the toilet. Notify Residential Life and immediately clean up any water from the overflow.
- Condensation on the exterior surface of the toilet is normal in the summer months. This condensation may drip to the floor appearing similar to a leak. Wipe the area with a towel. Check if it is condensation before contacting the Apartment Community Advisor on duty regarding your toilet leaking.

***Toilet Running Constantly or Not Flushing Properly***

- Notify a Residential Life staff member by calling the Apartment Community Advisor on duty.

***Other***

- Do not stand on, slam or use excessive force on the toilet seat.

***Shower/Tub***

- Utilize an outside and inside shower curtain and shower mat at all times. The shower curtain must be inside the tub and encompass the corners of the tub area to prevent water leaking during shower use.
- Should you notice a leak at the fixture or spout, notify a Residential Life staff member immediately. A small amount of water coming from the tub spout when showering is normal.
- If you notice a large amount of water coming from the tub spout that decreases water pressure when showering, notify a Residential Life staff member.
- Keep the drain opening clear at all times.
- If water is draining slowly, clear the drain area of hair and other debris. DO NOT put any drain cleaner down the drain. If slow draining continues, notify Residential Life through a work order.
- When you notice missing caulking or loose fixtures, notify Residential Life through a work order.

***Flooring and Cabinetry***

- Bathroom surfaces and flooring are designed to handle moisture but are not “water proof.” Excess moisture and standing water should always be wiped up from floor surfaces, tile and cabinetry surrounding bathroom tubs or sinks.
- Failure to remove excess water can result in damage beyond normal wear and tear and can promote the development of mold or mildew.
- Your bathroom is equipped with a fan and it should be used when the bathroom is in use for proper ventilation and to prohibit damages caused by excess humidity or moisture. Do not disconnect the bathroom fan.

***Other Areas in Apartment******Windows, Blinds and Screens***

- Upon move-in, unless otherwise noted on Move-In Inspection sheet, windows, blinds and screens of the unit are deemed in sound, undamaged condition.
- Windows blinds and screens damaged or broken in your unit during residency shall be repaired and the cost charged to you. Window screens shall not be removed. Do not screw screws into the wood or metal around windows or doors.

- Warm soapy water may be used to clean tracks. Do not use excessive amounts of water when cleaning as this will get the carpet wet which can promote mold or mildew growth or cause damages and/or staining which may result in charges to you.

### ***Kitchen Exhaust Vents and Fans***

- For fire safety and to minimize food odors, kitchen exhaust vents and fans require regular cleaning. You can do this by washing the exhaust vent with warm water and detergent. If your vent has a filter, clean or change it regularly. To allow adequate ventilation, air movement and to prohibit damages caused by excess humidity and moisture, it is important that the exhaust fans and vents be used.
- It is a violation of your Lease to cover or obstruct any exhaust vent. Fans should be used when cooking. Any cooking process that involves boiling, steaming or lengthy use of the stove or oven should include running the fan at all times.

### ***Carpet***

You are responsible for the care and maintenance of your carpet. It needs to be vacuumed regularly. In order to assist you in maintaining it in good condition, we offer the following suggestions:

- Weekly vacuuming is necessary to keep most carpets in clean and undamaged condition. Failure to vacuum your carpet on a regular basis will allow dirt and other foreign materials to be ground into the carpet and cut or damage carpet fibers. “Sweeping” or attempting to clean carpet without vacuuming will result in excessive wear and tear, damage and ground in dirt and stains.
- Food and beverage spots should be cleaned up quickly by using a white rag with cold water and diluted dish soap.
- Grease can be removed by covering the spot immediately with salt, scooping up the salt and repeating the process til clean. When finished, apply additional salt, leave overnight, and then vacuum.

### ***Kitchen and Bathroom Cabinets and Drawers***

- Do not overload cupboards, shelves, or drawers.
- Do not climb on or use as steps the cabinet fronts, drawers or shelves.
- Do not clean with large amounts of water or cleaners. Use an appropriate cleaning product or a slightly damp rag or sponge.
- Do not allow water or liquids to run down or hang wet towels or rags on cabinet front and drawer.

### ***Countertops***

- Do not place hot objects directly on the countertops. Quickly remove the object to prevent a stain.
- Do not cut anything with a sharp knife on your countertops; use a cutting board.
- Do not allow water to collect and stand on countertops.

### ***Floors***

- Keep the vinyl floors clean and bright by washing them periodically. Do not use rubber-backed rugs on any vinyl floor as it will damage the flooring by leaving yellow stains.

**Light Bulbs**

- All lights and appliances are in working order when you take occupancy of your unit. As part of an energy conservation effort, we are changing all the light bulbs in the apartments from incandescent bulbs to compact fluorescent bulbs! This will greatly reduce the energy costs at Coborn Plaza. For all bulb replacements, please place a work order via [https://cobornplaza.residentportal.com/resident\\_portal/?module=authentication](https://cobornplaza.residentportal.com/resident_portal/?module=authentication)

**Repairs*****Normal Service or Repair Requests***

- If non-emergency repairs or services are needed in your unit, please place a work order via [https://cobornplaza.residentportal.com/resident\\_portal/?module=authentication](https://cobornplaza.residentportal.com/resident_portal/?module=authentication).

***Emergency Repairs***

- In an emergency, contact the Apartment Community Advisor on duty immediately at 320-828-4865.
- The staff member on call will immediately contact an on-call Maintenance worker to come in.
- The following items are examples of what Management considers emergencies:
  - No heat in the winter. *Please note that a lack of air conditioning during hot weather is not considered to be an emergency repair.*
  - Plumbing leaks or sewer stoppage that can damage personal belongings, your unit or the rental community.
  - Gas odors (also call the gas company).
  - No electricity.
  - A non-functioning refrigerator.
  - Any condition that might be hazardous to personal safety or cause damage to the building, any unit or your belongings.
  - Broken doors, windows or locks which pose safety risks.
  - A non-functioning toilet in an apartment that has one bathroom.

***Notice of Entry When Resident Requests Repair or Service***

- Your request for repair or service work is considered notice to you that Great Lakes Management will be entering the unit to perform the repair or service. Although Great Lakes Management will try to inform you prior to work being performed, this is not always possible. If prior notice is not given to you, and you are not at home when the service or work is performed, a written notice will be left advising you of Great Lakes Management's entry. Great Lakes Management will enter your apartment without notice in case of emergency.
- You are responsible to cooperate with and assist Great Lakes Management in performing repairs. This means cooperating with Great Lakes Management in providing access to your unit and removing personal property that would impede the service personnel from the area needing work. It is your responsibility to remove and care for your personal property when work is being done.

## Utilities and Appliances

- Management is not liable for the failure or inability to furnish utilities or for interruptions in such services when it is the result of events beyond the Management's reasonable control or if such services are provided by a third party.
- Residents agree not to waste, or cause to be wasted, any utilities provided by Management. Permitting water in sinks, tubs or toilets to run excessively, leaving lights on, leaving the television or appliances running when the unit is not occupied and running the heat or air conditioning in your apartment with the windows open or when weather conditions do not call for heating or air conditioning as just some examples of what constitutes waste.

## Mold and Mildew Prevention and Precautions

- Mold, mildew and fungi are common elements found throughout the indoor and outdoor environment. The presence of these substances in indoor and outdoor air, on the ground and in soil is common and is not a source of problem or injury to most healthy people. However, certain conditions can permit mold, mildew and fungi to grow in a way where they could be injurious to individuals or to building materials.
- It is the responsibility of every resident to maintain the unit so as to provide appropriate climate control and cleanliness standards so as to retard and prevent mold and mildew from accumulating in the unit. Undesirable mold, mildew, and fungi growth is associated with excess water accumulation, dampness, humidity and restricted airflow.
- You are responsible to clean and dust your unit on a regular basis and to remove visible moisture accumulation on windows, walls and other surfaces as soon as reasonably possible. You must not to block, close or cover any of the heating, ventilation or air conditioning vents or ducts in the unit. Window coverings should permit ample airflow between the glass and air.
- You must immediately report to a Residential Life staff member (I) any evidence of a water leak or excessive moisture in the unit, as well as in any storage room, garage or other common area; (II) any evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area; (III) any failure or malfunction in the heating, ventilation, or air conditioning system in the unit; and (IV) any inoperable doors or windows.
- You will be responsible for any damage to the unit or your property, as well as injury to you and members of your household, resulting from a failure to comply with this directive.

## Fire Safety

- You are personally responsible and liable for any costs of service, repairs or damage to your unit or to other units and common areas as a result of smoke or fire caused by negligence, other acts or omissions by you, your household or guests that pose fire safety risks or generate alarms, fire or smoke response calls and service.
- We suggest that you take the following precautions:
  - Do not keep any flammables, explosives or other combustible items in your unit.
  - Dispose of newspapers and other refuse regularly.
  - Do not place matches or lighters where children can reach them.
  - Clean grease from the cooking range, oven and exhaust fans and vents regularly.
  - Do not use worn electrical cords.
  - Do not wrap electrical cords around bed frames or run under carpets.

- Do not overload electrical outlets.
- Coborn Plaza is a smoke free environment
- Your unit contains a smoke detector and may contain other fire safety equipment. Do not tamper or interfere with any smoke detector or other fire safety equipment. Covering or disconnecting your smoke detector is a serious lease violation and grounds for eviction. Residents are responsible for periodically testing smoke detectors. If your smoke detector is chirping, please complete a maintenance work order for a battery replacement.
- Candles and incense are prohibited
- Never leave any stove, microwave or oven unattended. A moment's inattention can lead to a serious stovetop or grease fire. Fire or substantial smoke damage may occur if improper objects are placed in the stove or microwave or if the stove and microwave times or temperatures are not correctly set.
- Do not block hallways or entrance areas.
- Ownership or storage of excessive amounts of personal property or furnishings can pose a fire hazard to you and other residents. It will also impede the circulation of heat and ventilation in your unit. You must remove, or store off site, any amounts of personal property deemed by Management to be excessive.
- Never leave any paper, flammable or other objects not designed for cooking near stoves or cook top surfaces. Units that are equipped with a water heater, furnace or other heating unit, Residents should keep all paper, and other flammable materials, away from any water heater, furnace or other heating unit.
- Live holiday trees and wreaths are not permitted in your unit or the building.
- You will be responsible for restoration, repair and cleaning costs and any costs for service charges for Great Lakes Management staff or charges assessed from any fire department or emergency monitoring firm that occur as a result of you using a stove, cook top, or microwave in a way that causes it to overheat, smoke, or start a fire. Where cooking results in a contained fire or smoke, you should refrain from opening any hallway or common area door to flush smoke from burnt food but should air out the apartment by opening windows and notify Residential Life to inspect any appliance for proper operation and to determine any cleaning or smoke remediation action required in the unit. You will be responsible for restoration costs and damages to rid common areas and/or other surfaces in the unit from smoke odors and smoke related residue and for response calls that are generated when common area doors are opened to air out apartment smoke.
- If the property contains a location where outdoor cooking is permitted it will be limited to the space designated by Great Lakes Management and may be limited to use of grills or equipment provided by Great Lakes Management. You may not store barbeque equipment, grills, or outdoor cooking devices in your apartment.