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**Board Officers**

**President** - Alexis Powell - apowell@umn.

**Vice President** - Joseph Paul - Joseph.Paul@bsci.com

**Treasurer** - Daniel Linhares - [linha005@umn.edu](mailto:linha005@umn.edu)

**Secretary** - Harneet Kaur - k3@yahoo.com

**CTC Business Hours**

**Monday through Friday – 8:00 to 5:00**

**Closed 12:00-1:00pm**

**(These hours are subject to change)**

CTC Office: 651-646-7526

Fax: 651-646-3319

E-mail: [ctc@umn.edu](mailto:ctc@umn.edu)

After Hours Emergency/lock out: 651-646-7526

University Police: (612)624-3550

MacGray Laundry to Report Trouble: 1-800-622-4729

Green Living Resources [wiki.umn.edu/view/CTC sustainability](http://wiki.umn.edu/view/CTC_sustainability)

Commonwealth Terrace By-laws: Can be found on the CTC website [www.umnctc.org](http://www.umnctc.org)

**NOTICE**

This handbook is subordinate and subject to the provisions of the CTC Bylaws, Articles of Incorporation and the terms of the CTC lease. In the event of any conflict between this Handbook, the Bylaws, Articles of Incorporation, or your lease can be changed at any time. The CTC Bylaws, or Articles of Incorporation and/or lease terms shall be controlling.

# Commonwealth Terrace Cooperative Resident Handbook

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## Commonwealth Terrace Cooperative

Resident Handbook

Approved November 18, 2009

Updated August 2011

Welcome to Commonwealth Terrace Cooperative. The complex is known as CTC, and will be referred to as CTC throughout this handbook. CTC is dedicated to providing affordable, comfortable, and well-maintained, housing units to University of Minnesota students and their families. The 464 families that reside at CTC represent people from throughout the United States and from countries around the world.

Living at CTC is a unique experience that offers you a culturally diverse environment with opportunities to learn from other residents, and to make lasting friendships. CTC's mission; is to foster a connected community where diversity is celebrated and everyone feels valued. The resident members and staff at CTC hope living at CTC will enhance your learning experience at the University of Minnesota. You are responsible for the care and custody of the unit that you occupy. There can be unwanted expenses if you choose not to maintain, clean or report emergencies. **Please read this book and keep it in a convenient place for your reference.**

The information in this handbook is an explanation of policies that have been approved by the Commonwealth Terrace Cooperative Board of Directors and members.

The Resident Handbook can be found on the CTC web site [www.umnctc.org](http://www.umnctc.org). The website is also a source of information that is updated weekly and has information about what is important to know, along with other important items for your review. **It is important that you familiarize yourself with this book and understand the CTC rules and requirements.** Any questions can be answered by calling the Management Office at 651-646-7526, your calls are welcome.

On behalf of the staff, welcome to Commonwealth Terrace Cooperative. Our objective is to make your stay here as comfortable and enjoyable as possible. Please let us know if we can be of service.

Kris Graham  
General Manager

Dear CTC Resident,

The Commonwealth Terrace Cooperative (CTC) handbook is designed to help residents find immediate answers to questions they may have regarding day-to-day operations of the cooperative. You can also visit our website at [www.umnctc.org](http://www.umnctc.org) to find the most updated version of this handbook as policies sometimes change during the year. If you believe a policy needs to be changed or created, contact a CTC Board Member. Besides this handbook, your lease should be reviewed to understand your rights and responsibilities.

As you already know, CTC provides affordable housing for University of Minnesota student families. It also provides a unique opportunity to live as part of a community. When you become a member of this community, you accept certain responsibilities and privileges. Through a resident-run board and various standing committees, decisions regarding the activities, programs and safety of the community are made. At least one member per household should be involved in the cooperative during your time at CTC. Your active participation is essential in making CTC a success and is vital in keeping operating costs, and in turn your rent, down.

The Board of Directors

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## CTC Philosophy and Management Structure

Commonwealth Terrace Cooperative (CTC) was created and exists to meet the needs of the University of Minnesota student families. CTC is Management housing cooperative, serving student families, owned by the University of Minnesota. The operation of CTC is founded on several basic principles. First, the co-op is designed to encourage residents to work together to solve their problems and to meet their needs. Second, the governance system operates in accordance with democratic principles. In addition, the philosophy behind the co-op values of personal growth encourages social and educational policies that strive to meet this end.

CTC is managed by a professional management staff with the General Manager position hired by the CTC Board of Directors. CTC was organized to provide the best possible management and maintenance at the lowest possible cost for its resident members. A onetime membership fee of \$250 will allow reduced rent, possible rent rebate and a vote with the opportunity to serve on committees that propose the rules and activities for the CO-OP. Each member is expected to follow the policies and guidelines for living at CTC, to attend the Annual Members' Meeting, ward meetings, as well as resident orientation.

CTC holds that diversity within a community is positive and rewarding contributing insights into people and events. The Board of Regents of the University of Minnesota and the Board of Directors of CTC are committed to a policy of equal opportunity. No applicant shall be barred from residency on the basis of race, color, creed, religion, national origin, sex age, disability, public assistance status, veteran status, or sexual orientation.

You can choose not to be a member. As a non-member, you pay a higher rent payment; you do not have a vote or say in the governing of CTC. You are still required to follow CTC policies and guidelines that pertain to your residency.

## CTC Governance System

### The Board of Directors

The Board is made up of annually elected members to serve as Directors. The Board of Directors is officially accountable for the activities of the corporation. The Board hires the General Manager to oversee operational activities. It hears and approves financial reports, and approves policy decisions and the annual budget. The Board in conjunction with the General Manager determines long and short range goals for the Cooperative community.

### **Current Board of Directors**

	Director	Role	Email
1	Christopher Tallman	Director	tall0104@umn.edu
2	Alexis Powell	President	apowell@umn.edu
3	Daniel Linhares	Treasurer	linha005@umn.edu
4	Harneet Kaur	Secretary	harneet_k3@yahoo.com
5	Jin Wang	Director	wjibicf@gmail.com
6	Joseph Paul	Vice President	joseph.paul@bsci.com
7	Venu Thayanithy	Director	venu.biology@gmail.com
8	Aswathy Rai	Director	nairx013@umn.edu
9	Mu Li	Director	Limu08@yahoo.cn

### Management and Staff

The supervision of the staff has been delegated by the Board to the General Manager of the Co-op. Through the Management Agreement with the University of Minnesota, the manager is accountable to the board for the operation of the cooperative, and is responsible for the state and federal laws relating to employment matters. The General Manager has the sole authority to hire, fire, discipline, direct and evaluate staff. Any comment or complaint regarding a staff member should be directed to the General Manager.

Staff members expect trust and consideration from the residents. Members of the cooperative should not seek special consideration from the staff, since all members of the Co-op are equal. Residents have a right to expect that proper requests will be responded to in a prompt manner. While the Board and the residents assume no day-to-day authority over staff members, CTC seeks to provide an atmosphere that is fulfilling for its employees through open and direct communications.

### General Policies for Committees

The committees are the research and policy-initiating extensions of the Board of Directors. The Board has full responsibility for and authority over the activities of the committees. Committees are termed as “standing” with task forces. The standing committees are those that are a permanent arm of the Board. Task forces are created by standing committees for a short time or project; the length of term of service on a Committee is one year. Each Committee receives funds from the Operating budget to use to complete their work; volunteering for a

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committee or a task force is part of your responsibility as a cooperative member, it keeps the costs down and encourages residents to build community.

## Standing Committees

### **Conciliation Committee:**

The Conciliation Committee is a committee of 5 (five) members and is an important standing committee of CTC to serve as a mechanism for the resolution of disputes between individual residents and members regarding CTC matters and to address issues of customer service and communications between residents, members and management.

### **Executive Committee:**

The Executive Committee consists of the 4 (four) officers of the CTC Board of Directors. The Board of Directors may delegate actions that need to be considered or taken in between regular meetings to the Executive Committee.

In the case of an emergency or circumstances warranting immediate attention, the Executive Committee shall have the power to act on behalf of the Board of Directors. Any actions taken by the Executive Committee shall be reported at the next regular or special Board of Directors meeting.

### **Finance Committee:**

The Finance Committee will have up to 6 (six) official members and they review the operational budget, proposed rent and fees, developed by the Manager as well as the annual audit, and CTC investments. Any recommendations from the committee should be noted in the minutes of the committee meetings or forwarded through the Treasurer for the Board of Directors to take into consideration for action. The Finance Committee shall receive input and direction from the CTC auditor and any accountant and/or bookkeeper to assist in its' review. The Committee may perform such other tasks of a financial or fiscal matter as are assigned to it by the Board of Directors.

### **Operations Committee:**

The Operations Committee shall have up to 5 (five) official members and work with CTC management and members on policies and procedures relating to the grounds, safe, efficient, and cost effective operations, and activities that promote membership involvement. The committee shall perform such other tasks that are related to the grounds and operations of CTC as may be assigned to it by the Board of Directors

### **Programs Committee:**

Programs Committee will have up to 12 (twelve) official members, together with any desired subcommittees of Programs, will provide members, and their families with activities including but not limited to, welcoming events. Contact the Activities and Events Coordinator for information.

### **Nominating Committee:**

The Board will appoint a Nominating Committee Approximately ninety (90) days in advance of the annual meeting of members where elections will take place. The Nominating Committee will consist of three (3) members from the community who may or may not be Board members or members of other committees. The Nominating Committee is charged with the responsibility for recruiting persons who will be good Board members and will carry out the Co-op goals.

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## **Ward Organization**

A ward is a geographic division of buildings within CTC. The wards are divided as follows:

Ward 1- buildings 1, 2, 3, 4, 5, 6;	Ward 3- buildings 7, 8, 9;
Ward 4- buildings 12, 11, 12,13,14,15, 16;	Ward 5- buildings 10, 11, 22, 54;
Ward 6- buildings 55, 56, 23, 24;	Ward 7- building 57, 58, 59;
Ward 8- building 17, 18, 19, 20, 21;	Ward 9- building 50, 51, 53;
Ward 10- building 25, 26, 27;	Ward 11- buildings 32, 33, 34,35;
Ward 12- buildings 31, 36, 37, 38;	Ward 13- buildings 28, 29, 30;
Ward 14- buildings 45, 46, 47, 48, 49;	Ward 15- buildings 39, 40, 41, 42, 43, 44.

Each ward is comprised of buildings where both member residents and non-member residents live.

## **Ward Representative Position**

Ward Representative is an important position in CTC; they welcome new residents and families, introducing them to neighbors and others in the ward. The Ward rep is the contact person for information about the ward and is relieved of the Laundry Room Cleaning requirements.

## **Duties**

1. Welcome and introduce self to new residents.
2. Explain to residents the role of the Ward rep.
3. Organize and facilitate quarterly ward meetings.
  - Email meeting announcement with specified details to ward residents
  - Assist Management Office in communicating important announcements in continued efforts to effectively inform residents.
  - Email general correspondence to [ctc@umn.edu](mailto:ctc@umn.edu)
  - In all communications include your ward number.
  - Provide the meeting minutes and the attendee sign-up sheet to the Office, after the meeting.
4. Organize and participate in Fall and Spring clean-ups in conjunction with the Operations Manager.
5. Hold a Ward meeting prior to the Annual Member Meeting (usually during the Spring clean-up) to elect a ward representative, for the new term that starts July 1.
6. Enforce the CTC's parking policy.
  - During Management Office hours:
    - o Inform the Management Office of illegally parked cars.

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- After Management Office hours:
  - o Place notices on illegally parked cars.
  - o When needed notify the towing company to remove cars.
- 7. Coordinate the Laundry cleaners
  - o Organize and post the cleaning assignment schedule in the laundry rooms, email schedules to participants, and copy the Office.
- 8. Oversee the cleaning for laundry room and common areas.
  - o Check areas for cleanliness at least one time per week (mid-week)
  - o Monitor the cleaning and communicate with those members not properly completing assigned cleaning.
  - o Enforce and apply non-cleaning fines as applicable and submit to office
  - o Hand in cleaning sheets by the 5<sup>th</sup> day of the month. Signed off on. Poor, Good, Excellent noted.
  - o Confirm cleaning supplies are in laundry rooms. Restock as necessary, request cleaners to pick-up supplies from Office.
- 9. Call in/Email work order to report light outages (inside/outside of laundry room or building) or any other issues pertaining to the laundry room (i.e. clogged sink drain)
- 10. Inform residents when moving in and out where to discard furniture, cardboard boxes, etc.
- 11. Help the management staff in distributing shovels, broom, and other tools that residents may need. Coordinate grounds supplies for the ward. Keep general inventory of shovels, sprinklers, hoses, rakes etc. Maintain key to ward storage, provide access to storage equipment as needed by ward residents.
- 12. Provide minutes of Ward meetings to the Operations Manager for record keeping.

## **Filling Ward Representative Vacancies**

Any ward representative, choosing to terminate his/her responsibilities must organize a meeting to elect a new representative within 30 days. If no replacement has been selected by the ward, the office will choose the replacement. Once a new ward rep is selected, it is the responsibility of the old ward rep to notify the CTC office of the change in positions.

## **Ward Meetings and budget**

Each ward must meet at least bi-annually at the spring and fall clean-ups. A quorum should be present at such meetings of at least 20 percent of the units in the ward, represented by one or more family member, with at least one person from each building.

Notice of all meetings and the business to be conducted must be posted in the laundry rooms of each building in the ward and emailed to each member one week prior to the meeting. A

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sign-in sheet and minutes from the meeting, which documents all members in attendance, must be available for review by the board of directors.

Limited ward funds are allocated from the CTC Operating budget purchases authorized by the members may be made.

## **Responsibilities of a CO-OP Member**

Commonwealth Terrace Cooperative is more than simply low rent housing- it is a family community. Therefore, it is very important that all residents are aware that performances of resident/member responsibilities are essential if CTC is to thrive as a community.

### **New Resident Orientation a required meeting**

To help you understand your role in the operations of this cooperative, we have a New Resident Orientation. **All** new residents must attend one of the sessions offered after they have moved into CTC within 2 months. If a new resident fails to attend they will be assessed a \$50 fine per month until they attend.

### **Annual Members' Meeting**

The Annual Members' meeting is held annually, usually in the spring of each year. It is a time when the members get together as an entire group to elect new board members, hear the accomplishments of CTC and reports from the Board, and discuss any issues that are present at the time and approve / vote for new policies and changes. Watch for notices in the Terrace Times and posted in each laundry room at least a month before the meeting. An annual report will be produced at the same time.

**As a member of CTC you are expected to take on responsibilities that you may not take on at other housing communities. Please pay attention to your use of heat, water and electricity as they are included in your rent costs.**

**Pay close attention to conservation of these resources as these are very costly and will increase your rent if abused. Be mindful of the following:**

- 1. Turn off your lights, television, and other electronic equipment when not in use.**
- 2. Turn down your air conditioner when not home in the summer months, no need to cool an empty unit.**
- 3. In heating season keep windows closed. If fresh air is needed, open front door for a short time. Do not walk away from open windows when temperature is below 32 degrees. Your heating pipes will freeze and you will be responsible for the repair costs.**
- 4. Use only the water that is needed to complete a task. Do not continue to run faucet unnecessarily. Promptly report any leaks, running toilets or dripping faucets.**

**Please take care and not waste our resources.**

### **Spring/Fall Cleanup**

Spring and fall clean up is a time when members get together in their wards and clean up the CTC neighborhood and grounds. It is a time to get to know your neighbors and share time with

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new families. Participation is a **requirement** of CTC members. Refreshments are usually served.

## **Committees**

CTC needs your help to operate as a Cooperative. Some members will choose to contribute by serving on a committee. Committees have a limited number of members (see committee descriptions pg 6). If you are chosen to be an official member of a committee, it will eliminate your requirement to clean the laundry rooms. Committees are required to meet 6 times a year usually with completion of required tasks in between meetings. Each committee has different requirements that will help to keep the rents at an affordable level.

## **Laundry room cleaning as part of your membership**

As part of service to CTC, each member is responsible for cleaning the laundry room as fulfillment of membership requirements. It is each member's duty to make sure the laundry room continues to be clean the whole week that the member is assigned to clean it. This normally means at least twice during the assigned week. Selected members serving on committees or as Ward Representatives are exempt from performing laundry duties while they serve. Let your Ward Rep know of your committee commitment. A list is provided in the laundry room to sign when the cleaning is completed. The Laundry Rooms will be randomly inspected by management at the end of the week and those who have not cleaned will be fined \$75, the cost of having it professionally cleaned.

## **CTC Eligibility Policy**

### **Eligibility&Priority**

*Eligibility rules are set by the University of Minnesota. Only University of Minnesota students, their families and other eligible affiliates that meet these guidelines are eligible to live at CTC.*

### **Eligibility Requirements**

Current eligibility requirements are:

- ❖ Enrolled status at University of Minnesota full time. (see status below)
- ❖ Undergraduate student and spouse/domestic partner; single with children.
- ❖ Graduate level student and spouse/domestic partner; single with or without children.
- ❖ Post-doctoral and eligible research associates
- ❖ Medical residents are considered as students for the purpose of eligibility.

### **Priority Standings**

- Graduate level Students with children
- Undergraduate level Students with children
- Post-doctoral and eligible research associates with children
- Graduate couples spouse/domestic partner
- Undergraduate couples spouse/domestic partner
- Post-doctoral/ eligible research associates couples spouse/domestic partner

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- Single Graduate students
- Single Post-doctoral and eligible research associates
- Single Undergraduate students (Junior or Senior level)

## **Academic Eligibility**

CTC provides housing exclusively to **full-time** students of the University of Minnesota. To be/remain eligible to live at CTC at least one household member must be a full-time student. Single students wishing to live with a roommate may apply for a two bedroom and choose a roommate with no affiliation with the University as long as one roommate is eligible under the full time status below.

Full time is defined as taking:

Credits per semester:	9 for undergraduate level
	6 for graduate level
	1 for PHD level

CTC residents are required to maintain student status with the University of Minnesota. The CTC office will verify registration and number of credits through records which the University supplies. If you have a change in status or family composition, it is important to let the Management Office know. Roommates must also report any changes in status; leases must reflect correct names of residents.

CTC residents may choose to not attend the University of Minnesota for one semester if the same resident has maintained full-time student status for the previous two consecutive semesters. Credits earned during the interim do not count towards the full-time student status of the spring or summer semesters.

If your semester credits are reduced to fewer than the eligibility requirements, discuss options with Management to avoid possibility of eviction.

## **Apartment Size and Occupancy Limits**

CTC has one, two, and three bedroom units available for rental. In an effort to allocate unit assignments as fairly as possible, eligibility to live in a particular size of unit is based on the size of the family that will be living in the unit. Following is the criteria for household composition that is used to determine which size apartments may be available. Note priority preferences will be given to families and households with children over singles and non-partner adult roommates.

- ❖ One bedroom: (minimum 1 adult, maximum 2 people)
  -
- ❖ Two bedroom: (minimum 2; maximum 4 persons but no more than 2 adults\* )
  -
- ❖ Three bedroom: (minimum – 3; maximum 6 persons but no more than 2 adults\*)
  - One or two adults and 2 children..
  - One adult with 2 to 5 children.
  - Two adults with 2 to 4 children.

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\* This is to maximize the opportunities for providing housing for families with children but to limit multiple roommate households.

## **Residency Restrictions**

You may live at CTC for 7 years. Time spent in residence at any University of Minnesota-owned family housing will count towards this limit. Those University of Minnesota student families who have completed seven years, at the University of MN owned family housing will cease to be eligible to reside at CTC. There are three exceptions. If the expiration limit occurs in the middle of a semester or there is a documented illness an extension may be granted. If the expiration limit occurs in the middle of the month, the limit will be extended to the end of the month. To avoid eviction, a written request for an exception must be submitted to Management six (6) months prior to end of the 7 year limit.

## **Lease Termination by CTC**

Violation of your lease may result in termination of your lease and notice to vacate and/or a court filed eviction, by CTC.

If an applicant applies to CTC who has previously lived or stayed at CTC, either as a lease holder or a guest, the manager may consider any past rental record or conduct of the applicant in accepting or denying the application.

## **Reporting Household Changes**

The absence of a dependent or family member that qualifies you for occupancy, including a partner or spouse, in excess of 90 days, must be reported to the Management Office. If your eligibility changes, you may no longer be eligible to live at CTC or, if you qualify, a move to a different size unit may be required. Failure to report changes in your household composition is a violation of your lease. A household that fails to report a change in household composition for in excess of 90 days may have their lease terminated even if the remaining members of the household would still be eligible to live at CTC or eligible to live in a different size unit.

## **Rights of a CO-OP Member**

If a resident decides to become a member of CTC, they will pay a onetime fee of \$250 to enjoy a lower monthly cost in rent as well as an organized connection to other community members.

### **Right of Participation**

Cooperatives are governed democratically by selecting their representatives (board of directors) to make decisions for the whole according to the principle of one member one vote. There are potentially 464 members meaning one vote per household.

Cooperation - Ideally, members work together and actively contribute their time and energy to sustain CTC as an affordable, well maintained, family friendly living environment.

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## **Education**

Co-ops educate their members, officers, and employees, as well as the general public, in the economic and democratic principles and practices of cooperation.

## **Open Meetings**

To ensure a free flow of communication and to provide access into the governance system of CTC, the CTC Board and standing committee meetings are open to community residents. The Conciliation Committee meeting is the only one routinely closed to non-members. The CTC Board and other committees can be closed only when the subject matter is of a personal nature, relates to a confidential item, or a legal issue.

## **Privacy and Entry Procedures**

CTC respects the rights and privacy of its residents and adheres to the Minnesota Right to Privacy Statute with respect to entering tenant's units.

Your lease and Minnesota statutes allow the cooperative and the U of M to enter units and inspect the general condition of each unit. Entries may occur at any reasonable time to inspect, maintain or repair your apartment, or to do other necessary work, or to show the apartment to lenders, insurance companies, or potential new residents. In most cases, a 24 hour notice will be given for intent to enter your unit. A request by you for maintenance or repair in you unit will constitute proper notice of entry. Please let management know if you want to be present, maintenance will do their best to honor your request.

Management shall make a good faith effort to give residents reasonable advance notice; exceptions are listed below.

- ❖ When CTC staff believes an emergency exists.
- ❖ A request by resident for work, repairs, or service at the apartment shall constitute proper advance notice to you that management intends to enter for purposes of responding to your request.
- ❖ If notice to vacate has been given by the resident or CTC, showings of the apartment to future applicants may occur during the notice period without prior appointment or 24 hour notice.
- ❖ If CTC enters when the resident is not present and prior notice has not been given, CTC staff will disclose the entry by placing a written disclosure of the entry in a conspicuous place in the premises.
- ❖ When a repair or service call is made, you are responsible for having an adult present to appropriately supervise minor children.
- ❖ Except for emergencies, maintenance department employees will not enter units and do not work where minor children are not supervised.

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## **Resolving of Disputes**

### **Courtesy of Residents and Resident Conflicts**

It is advantageous to get to know your neighbors now! If any concerns arise, then you will be able to discuss them more comfortably. If a problem arises with noise from a child playing or a TV that is too loud, etc., you need to discuss the problem with the person(s) involved. Never allow a problem, to continue for a long time – by then you will be too angry to discuss things calmly and your neighbors will wonder why behavior that has been going on for a period of time is suddenly a problem.

If you have a concern, bring it to your neighbor's attention. Discuss the problem when you have time to listen to their side and calmly explain your side. If you've discussed the problem and cannot reach a compromise, you can talk with the Operations Manager for assistance in solving the problem. If the problem persists, you may take your complaint to the Conciliation Committee. A form that is found in the management office must be completed and submitted to the General Manager to start the process. This is not the committee that will hear complaints about fines, fees or eligibility. If the problem is not solved with this process, you may contact the Office of Student Conflict Resolution [sos@umn.edu](mailto:sos@umn.edu) look for the "Problem Statement Form" and follow directions for submission. The policy within the Community is to respect the peace and enjoyment of others by following the guidelines of quiet hours between 10:00pm and 7:00 am. If conflicts arise during those hours call 911 for assistance.

### **Appealing Fees, Fines and Eviction**

Any resident or management can request a hearing before the University of Minnesota, Office for Student Conflict Resolution [sos@umn.edu](mailto:sos@umn.edu) after it has been determined the channels of communication have been exhausted. Look for the "Problem Statement Form" and follow directions for submission. Channels of communication for aggrieved parties should be as follows:

- Talk with the General Manager to discuss your case, if an agreement cannot be made with the General Manager.
- An appeal is made to the Office of Student Conflict Resolution in writing.
- The Office of Student Conflict Resolution reviews appeals and makes final decision. Forms can be found at [sos@umn.edu](mailto:sos@umn.edu) "Problem Statement Form."
- Office of Student Conflict Resolution will contact all parties with results.

## **Rent and Surplus Income**

### **Rent Payment Policy**

Rent is due on the first day of the month, with a grace period through the 5th day of the month. If the 5<sup>th</sup> day of the month falls on a weekend or legal holiday, the rent may be paid on the next business day but will be late if not received by the close of business on that date. Rent payments made after the fifth day of the month shall include a late fee charge of \$50.

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Rent payment should be a personal check, a money order or credit card with a fee or a payment from your bank. **Cash is not accepted.** Payments are made out to Commonwealth Terrace Cooperative. You can send your rent payment by mail to the Management Office, drop it off at the front desk in the Management office during office hours, or put in the drop box directly outside the Office entrance.

## **Delinquent rent policy**

If you cannot pay your rent, you are strongly encouraged to talk with the Accountant to make arrangements for when you expect to make payment. You can ask for a rent extension. Each household has three rent extensions that they can use during the fiscal year (July 1-June 30th). You can ask to set-up a payment plan. If you are not able to pay your rent in one month's time, you may be eligible to set up a payment plan. You need to ask if you are eligible and discuss this arrangement with the Accountant.

Non-payment of rent may result in termination of your lease and/or a court filed eviction. Past due balances may also be submitted to collections.

Failure to contact management and to secure an extension, or to make the rent payment agreements as promised, may result in membership suspension, a notice to terminate your lease and/or eviction.

## **Surplus from Operations**

It is rare that there is enough of a surplus that the members will receive a refund at the end of the fiscal year. It will be a board decision as to where the extra funds will be distributed.

## **Moving out of CTC**

### **Vacating Notice**

**There is a 90 day grace period to vacate your apartment after your graduation date.**

If you want to move from CTC you need to give the following notice:

- ❖ As soon as you know that you will be moving, let the Management staff know. This way they can plan for renting your unit.
- ❖ The official Intent to Vacate, notice must be in writing and dated at least 60 days in advance of the day that you are moving out.
- ❖ Fill out Intent to vacate form in the Office. The form must be signed by a person on the lease.
- ❖ If you cannot give a 60 day notice, please discuss with management, you may liable to pay rent for the month that you move-out and the next month.
- ❖ Schedule a date for the move-out inspection. If you can't be present during the inspections you may have someone represent you. An inspection must be conducted in any case. If you disagree with any charges, you should discuss your concerns with the Housing Coordinator. In any case, the unit must be vacated on the day that you put on the move out form.

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## **Guidelines for Move Out Inspection**

Other than normal wear and tear, your apartment should be left in the same condition as when you moved in. Do not attempt to fix or patch holes in walls or ceilings. Nonprofessional repairs to sheetrock, walls, ceiling, and trim may do more damage, and result in higher charges to you, than repairs done by Management's maintenance team or vendors. You are responsible for thoroughly cleaning your apartment before you vacate the unit. All apartments will be inspected after the resident has vacated to ensure that it has been cleaned and is left in good repair. Instructions for move out inspections will be found in the move out packet you will receive at the time you submit your written move out notice.

Throughout your tenancy and at move-out, it is suggested that you use nonabrasive cleaning materials and products. Suggested cleaning products are: **Soft Scrub** for tile and shower clean up, **Tilex**, for mold removal, **409 cleaner** or **Mr. Clean**, for all cleaning including, floors, walls, appliances, and anywhere it is greasy and grimy and- **Easy off**, oven cleaner. There are floor cleaners that can be purchased and used on the tile and for all of the tasks mentioned above; there are products that are "green." Do research if that is your desire. For every surface in your apartment unit, there is a cleaner that can restore the surface. Any questions, call management.

## **Do not shut the electricity off at the circuit breakers or shut the refrigerator off - leave them turned on. Do not leave windows open.**

- ❖ Stove: The floor under it, walls behind it, oven broiler, burners, under burners, underside of top, stove top, under knobs, sides, and back must be clean, i.e., free of grease, black carbonized grease, and food particles. Many stoves are connected with a flexible gas line so that you may pull the stove out to clean behind and under it. (Please call maintenance to shut off gas first) Cleaning products such as 409 a cleaner/degreaser will make the job easier.
- ❖ Refrigerator: Remove all food from the refrigerator. If needed, defrost and remove ice from the freezer. The refrigerator should be cleaned with nonabrasive materials to avoid damaging surface and seals. Hot water and mild detergent will remove most items.
- ❖ Kitchen cabinets, floors, walls and closets must be clean.
- ❖ Bathroom walls, ceiling, toilet (inside and out), bathtub, bathtub wall, sink, fan (cover and inside), and floor must be clean, i.e., free of dirt, hair, and soap scum. Cleaning products that will not scratch such as Soft Scrub and sponges that will not scratch will make the job easier. There are also organic cleaners in the market that work well. Read labels and buy for your specific cleaning needs.
- ❖ Radiators and heating covers must be dusted and cleaned - inside, outside, and underneath.
- ❖ Windows must be clean, inside and out including the frames and sills. Window screens must also be cleaned
- ❖ Light fixtures: Covers, globes, switch/outlet plates, must be cleaned. The track lights should also be cleaned with a degreaser. Do not use oven cleaner or a cleaner that scratches on the fixtures.

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- ❖ Grounds area around the apartment should be free of debris. During winter those in two and three bedroom units must shovel their personal sidewalks.
- ❖ Storage box must be emptied and cleaned out.
- ❖ Those who have pad locks must **remove lock**.
- ❖ In general: All items that were in the apartment when you moved in must be there when you move out, or you will be charged the replacement cost. These include, but are not limited to, the following: toilet paper holder, soap dishes, towel racks, medicine cabinet, shower rod, mini-blinds, all light bulbs, broiler rack and pan, refrigerator shelves, , sink stopper and strainer, fire extinguisher, and keys.
- ❖ All personal belongings need to be out of the apartment and storage box before you turn in your keys. If you have left things in the unit by the time of the move-out inspection, you will be charged for removal and storage.
- ❖ Lock and secure the premises before leaving.

## **Maintenance Charges upon Vacating Your Apartment**

If you fail to clean your apartment, leave your apartment in disrepair , or fail to turn in your keys at the time when you move out, you will be charged; for cleaning, repairs to have the unit restored to the condition that it can be rented to the next resident and costs to replace keys. Charges are based on the condition of the apartment and the amount of time it takes to restore to an acceptable condition and storage costs for belongings left in the apartment. State law mandates that abandoned property, other than junk and debris be stored for a time set by law. You will be charged for the costs to move and store items you leave behind.

## **Security deposits**

The balance of your deposit, plus interest calculated as required by law, minus applicable charges, will be sent to you within 21 days of the date of termination of your tenancy and after receipt of your mailing address or delivery instructions. It is important that you leave a forwarding address for purposes of handling your security deposit disposition and for other notice.

There are limited circumstances where tenants may request an advance processing and payment of any security deposit refund or to have another person pick-up the security deposit check and/or paperwork for you. Here are the exception guidelines.

- ❖ Along with the Notice to Vacate you may request an early security deposit check.
- ❖ The reason for the request needs to be in writing.
- ❖ The General Manager determines if your request is approved.
- ❖ The move-out inspection must be completed and processed by Management staff to assess if there are charges to calculate the amount of the security deposit to be returned.
- ❖ If your request is approved, the check will be available 5 (five) business days after the date that you and all your personal property, have vacated the unit and all keys returned.
- ❖ The check will be payable to the name or names of the current lease holder(s).

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- ❖ You may make a written request to have someone else pick the check up, by meeting with the Management staff. The request needs to include the name, and address of the person that will pick the check up. The person picking up the check must show identification.

## Health and Safety Guidelines

### **Security and Safety**

Residents at CTC have a responsibility to help make CTC a safe and clean place for all. The safety guidelines include that personal property cannot be left in common area hallways. This includes but is not limited to: shoes of any type, umbrellas, toys, doormats, rugs (a rug or doormat may be placed at the entry of the building not the apartment), folding baby gates, strollers, waste receptacles, brooms/mops, garbage bags, etc. It is a violation of Fire Codes to have any personal property in hallways. Failure to comply will result in fines and potential eviction. Play equipment, bikes, riding toys, etc. must be removed from sidewalks when not in use. Remind your children to be courteous to others when riding or playing on the sidewalks.

### **Smoke-free Living Environment**

CTC is a smoke-free living environment. This means that **no** smoking of any substance is allowed inside the units or indoor common areas. This policy is in effect for all residents and their visitors, and guests. If you or your guests violate the policy, you will be issued a lease infraction. Smoking is permitted in outdoor common areas. Out of courtesy for your fellow residents, residents and their visitors are asked to refrain from smoking near open windows, near any door, and to not litter the community with smoking materials.

### **Firearms and Weapons**

The University of Minnesota has issued an exemption to the Possession and Carry of Weapons Policy to CTC property. No person, student, employee, visitor, or vendor shall possess or carry a firearm or dangerous weapon while at CTC. Exceptions to this policy are authorized Law Enforcement and Military Personnel that are acting in an official capacity when at CTC.

### **Tornado**

Survival during a tornado or severe summer storm depends on planning, heeding the warning and responding. Have an individual and family plan - know what you are going to do during severe weather. Know where your shelters are at home, have a portable radio. The National Weather Service will confirm a tornado sighting or the existence of 75 MPH winds via commercial radio/tv and the civil defense siren. Go to the lowest area of your apartment and stay away from windows.

### **Seeking Shelter in Case of a Tornado**

**2-Bedroom and 3- Bedroom:** Seek shelter in closet under the staircase.

**1- Bedroom:** Evacuate top-floor apartments. Seek shelter below ground level away from windows or in lower inner spaces of building (bottom floor, bottom of stairs).

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## **Children**

As CTC is a family community, there are literally hundreds of children living at CTC. It is important that you know where your children are and what they are doing at all times. Each parent or guardian is responsible for the appropriate supervision of minor children in your household and your guest's children. There are many play areas throughout CTC. Playground equipment is located in every Ward, along with large common areas used for playing soccer, tennis, basketball, riding bikes, etc. It is a CTC value to provide a friendly, nurturing environment for the children. With the many children that live at CTC, there will be times when the kids "will be kids" and get into mischief. When these times happen, it is expected that parents and guardians will be responsible for their children's behavior, hold your child accountable for their behavior, and work with others to resolve any problem that there may be.

## **Vehicles at CTC**

### **Driving on CTC grounds**

The speed limit for all vehicles operating on CTC property is 10 mph. You must comply with speed limits and traffic signs on CTC grounds. Failure to obey traffic signs or unsafe driving may result in lease infractions or lease termination.

### **Parking policy**

Parking space at CTC is very limited. Please follow the guidelines for parking at CTC and inform your guests where they can park. For members who own a vehicle there is one space for each unit in the Ward, resident parking spaces are non-transferable. Parking space must be assigned in order to be parked legally. Resident parking stickers allow you to park in your assigned parking space only. Fines will be imposed for not following these guidelines and vehicles in violation may be towed. If you have a vehicle at CTC, you need to go to the Management Office and register your vehicle.

### **Request a parking sticker and an Assigned parking: Second vehicle**

If you have more than one car, the second car will be accommodated with an assigned space as one is available at CTC but not necessarily in your Ward. Second car parking stickers cost \$30.00/ mo. and must be obtained from the management office. All cars must have current tabs, inflated tires and be operable or they will be tagged and towed. All undocumented vehicles (without any CTC identification) will be towed if not moved two hours after tagged.

### **Visitor Parking**

Visitor parking is scarce and is not to be used for anything other than a guest who is visiting for the day or staying (living) at your home. The following rules will be strictly enforced and fines or towing will be levied;

- ❖ Only one visitor parking permit is allowed per each residence per month. (two are allowed for units with unrelated roommates) If more are needed on a temporary basis, daily parking permits are available.

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- ❖ If a car is left over night, the guest must be staying in the home overnight; otherwise it must be removed from the CTC grounds.
- ❖ Visitor parking must be within two block's of the home that is responsible for the permit.
- ❖ The resident who gives out the parking permit to a guest is completely responsible for the actions of the guest including paying all fines that occur while in use. Guest must be with the resident, or in the home of the resident while visiting.
- ❖ If a guest's car remains longer than 5 days, registration at the management office is required.
- ❖ After 30 days, a second car parking fee of \$30 per month will apply and a second car parking spot will be assigned.
- ❖ Guest parking spots are for guests only and not for residents to use as a convenience while visiting or for any other reason (a temporary permit is required to be in the car)
- ❖ Guests are not allowed to park in member assigned parking spots, only in guest spots.
- ❖ Visitor's parking passes are available in the office and are only to be issued to persons visiting and/or staying with the resident listed on the visitor pass.
- ❖ A person who parks a car on CTC premises or in visitors spot to go to the University is not considered to be a visitor and will be immediately towed regardless of parking pass.

*The parking permit is not to be used for the following:*

- ❖ Leaving the visitor's car while away from CTC; while out of town or any other storage of a vehicle.
- ❖ in classes at the University
- ❖ Visiting someone else at CTC while using another's permit

Falsification of visitor passes will result in immediate towing, fines, lease violation/eviction. An example is if you fill out a pass for a friend that only needs a spot to park while he/she is at class or out of town. Visitor parking is allowed **only** in designated visitor parking space. Parking along yellow painted curbs or other areas is subject to fines and/or towing.

## **Towing Policy**

Parking is monitored and unauthorized vehicles not parked in accordance with these policies will be tagged and/or towed. The Parking and Towing Policies are enforced by Ward Representatives and Management staff. If you do not follow the policy, you will receive fines that you are responsible to pay. If your car is towed, your car is removed from CTC and taken to a City Impound Lot. You are responsible to pay the towing company a fee, as much as \$300 to get your car released. CTC is not responsible to pay your fine.

Here is the towing guidelines and procedure.

Cars are subject to fines and/or towing if:

- ❖ Cars do not have visitor passes posted when in visitor parking.
- ❖ Cars do not have current or proper sticker identification or are not in assigned spot in the resident assigned parking area.
- ❖ Cars are parked along the fire lanes. (parking is not permitted at any time)
- ❖ Car is parked on another's spot.

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## Parking **Towing Enforcement**

**Residents, Ward Reps, and CTC staff are involved in the enforcement of parking rules and towing.**

- ❖ Residents or staff may report improperly parked cars.
- ❖ Parking violations are reported to the office during office hours.
- ❖ After hours, parking violations are reported to the Ward reps that have the authority to tow.
- ❖ Reports will be verified by staff or Ward reps
- ❖ The General Manager and appointed staff or Ward Rep has the authority to tow cars.
- ❖ In handicap spots without state issued plates or placard.

A towing report will be filled out by the authorized person, regarding each towing incident

## **Parking and Snow Emergencies**

CTC management makes every effort to keep the main sidewalks and roadways clear of snow. Occasionally, a snow emergency must be declared to facilitate the removal of snow from all of the parking areas. When a snow emergency is declared, you are expected to move your car off the CTC property. The schedule, date, and times will be announced through e-mail notices, posted in the Terrace Times and on the Web site. If you and/or your guests do not move or remove your cars as required by snow emergency notices, your car, or the car of your guests, may be towed.

## **Grounds**

### **Garbage/recycling**

There are large garbage dumpsters in each ward for your use. All residents must transport their trash and garbage from their apartments to the recycling barrels and garbage dumpsters located in each parking lot. The garbage should be placed inside the dumpster never outside. Please close the dumpster lid or door after you have put your garbage inside. If the dumpster is full, walk your garbage to the next empty dumpster. Please compress your garbage/boxes as it helps to keep the volume low and reduce costs to the Cooperative. Disposing of your garbage properly is essential, to avoid attracting and promoting animals, rodents, and other pests.

For large items or items that could contain environment/hazards (like T.V.'s, computers, batteries etc. see CTC's Green living for environmental resources:

<https://wiki.umn.edu/view/CTCsustainability>). Large items including furniture and mattresses must not be left by the dumpster. Call the CTC office for information about how to dispose of larger or special items. There is a \$150.00 fine to individuals dumping furniture, large, or unauthorized items next to dumpsters.

Re-cycling bins are in the same areas as the dumpsters. Recycling is highly recommended. Materials that can be re-cycled include: newspaper, plastic, and aluminum cans corrugated cardboard. Flatten all boxes so they do not take up space that can be used by others.

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If a resident places garbage in the recycling containers, there is a \$100 fine imposed. If a resident fails to put their garbage all the way in the dumpster - leaving it on the outside - there is a \$150 fine.

All residents are encouraged to recycle what is allowed.

The garbage receptacles located at the playground areas are not for your apartment garbage. These garbage cans are for the incidental trash while playing outside.

## **Garden plots**

Yes. You are welcome to plant gardens in areas as designated below. All gardens are subject to CTC requirements regarding location and applicable fees. Gardens must be maintained in a neat and weed free manner. Fertilizers used need to be EPA approved, and suitable to what you are planting.

## **Vegetable Gardens**

No vegetables may be planted near apartment buildings in the garden areas next to the house or in flower pots. It will encourage animals (raccoons, rabbits, mice etc.) to come into the yards to feed. The Operations Committee maps out vegetable garden plots throughout the property. There is an annual fee for these plots to cover the costs of maintaining the garden beds before and after growing seasons.

Contact management for cost of garden plot.

## **Flower Gardens**

Flowers (not vegetables) may be planted in the three foot space by your entry doors or you may have a potted planter. You are responsible for maintaining the plants.

## **Maintenance Guidelines**

### **Maintenance Guideline**

**You are responsible for the care of your unit and giving Management prompt notice of any repair or maintenance need.** Accounting for normal wear and tear, the unit should be in the same condition when you move out as it was in when you moved in. Do not hesitate to report maintenance items; there is a maintenance tech on duty 24hrs for emergencies.

- ❖ **For emergency maintenance** call CTC office number 651-646-7526. There is a maintenance tech on duty 24hrs
- ❖ Clean your apartment so that there is no unnecessary clutter, food residue, or debris.
- ❖ Keep your unit well maintained by calling the Management office to request a work order for any repair need or problems.
- ❖ Call the office if you have any pests beyond what would be considered normal.
- ❖ Keep stove and oven pilot lights lit; call maintenance if you smell natural gas at any time.
- ❖ Know where and how to shut off water in an emergency.
- ❖ Call the Laundry Machine Company if you experience a problem (see "Laundry Equipment Repair").

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- ❖ For safety, sanitation, and to prevent attracting insects and rodents, do not use foil or other coverings on the top of the stove or on the wall behind the stove.
- ❖ In case of emergency repairs or problems, work with a CTC maintenance technician by telephone to answer questions and follow initial diagnostic and short-term repair steps, until maintenance technician can arrive to your unit.
- ❖ Shovel your entrances front and back, steps and sidewalks leading to your home as well as your parking space if you have one, to keep free of snow and remove or treat ice. Fines will be levied if snow and Ice becomes a hazard.
- ❖ Fire extinguishers must be updated annually during the management event (usually in February) and available at all times. Failure to update extinguisher will cost \$20.

**Report all maintenance problems immediately.** When maintenance services such as plumbing or minor electrical repairs are needed, call the CTC office .There is no service charge for repairs and adjustments that are the result of ordinary wear and tear. Please call before that “little” problem becomes a big costly repair to the Cooperative if left unreported. Please continue to follow up with maintenance problems until they are solved.

If you fail to report a problem that leads to further damages and repairs to your unit or other area, you will be responsible for charges and damages. Normal wear and tear are repairs and services to all parts of your apartment, cabinetry, appliances, and fixtures that occur in the ordinary course and result from age, normal use and wear. As a Co-op it is in the best interests of all of our residents and staff to stay on top of maintenance and service items and to keep the apartment community well maintained. Most repair and maintenance calls do not result in charges to residents.

Residents may be charged where there are damages due to misuse, failure to report problems before they get worse and damages due to negligence, uncleanliness or carelessness. Some examples: tears and holes in the walls, damage to the refrigerator from using an ice pick to remove ice, cuts or gouges in, counter tops, cabinets, floors and coverings, closet doors, damage to the mini blinds, water damages due to unreported leaks or carelessness, mold removal due to excessive moisture, etc. If you have questions of what you may receive a charge for, talk with the maintenance manager. Do not hesitate to ask questions.

After hours an emergency maintenance service and repair calls result in extra costs for the Cooperative. An emergency maintenance call should be made if property or people may be endangered (i.e: no heat; no electricity; plumbing leak that requires the water to be shut off; broken lock; broken plumbing fixture; refrigerator has stopped running; etc. This is not an exhaustive list) if action is not taken at once. For non-emergency maintenance, please wait until the next working day to request service. For emergency service call the office number 651-646-7526 for maintenance emergency help.

Maintenance staff usually work until 4:30pm Monday through Friday. If you need to call after these hours, then the Maintenance person on-call will assist you. The emergency maintenance on-call staff are not on the property. It may take up to one hour before the on-call person can

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reach your unit. When the call is placed, take all steps given to you to minimize or troubleshoot the problem. While waiting for a maintenance technician to arrive, you should do whatever you can to keep the problem and damages to a minimum, such as turning off water supply valves, mopping up standing water, etc. If you need clarification, call the CTC office.

## **Work Orders**

If you have a problem in your apartment regarding a fixture provided in the apartment - such as a clogged sink, if you do not have electrical power, no heat, a window won't open, the screen door is broken, etc. you need to contact the Management Office to place a work order.

Repairs will be done on CTC provided appliances and apartment components (floors, lights, walls, windows, plumbing, heat and electricity) to keep your unit and common areas in a safe and well maintained condition. Maintenance staff cannot make repairs on any of your personal items or belongings.

To place a work order, you can stop in, call, or email the CTC Office. You will be asked for your name, address, the nature of the repair, and permission to enter your unit if you are not home. A submission of a work order is considered proper notice of entry and maintenance will enter your home to do the repairs. If you want to be present during the repair, you are responsible to set up a time within 24 hours of request for service or the request. Maintenance staff may not be able to accommodate your preferred time for scheduling maintenance and some repairs and service may take additional time to schedule.

Usually a work order is completed within one business day of the time it was received. If extensive repair is needed, parts need to be ordered, or work needs to be scheduled when you are available to be present, then you can expect the repair to take longer. If this is the case, a Maintenance staff will communicate with you concerning the problem and expected timeline for completion.

It is your obligation to place work orders for needed work. It is better to report a problem when it first appears. If you wait, the problem may become harder to fix, may cause other damages and be a costlier repair. A work order requires that the maintenance technician enter your apartment. If you wish to be there, please tell office. If maintenance calls and you do not answer, please be aware that maintenance will enter your unit to assess and respond to your work order repair request. It is considered proper notice to enter, when a repair is requested.

## **Air Conditioner:**

You may use up to two air conditioners in your apartment including the three bedrooms. Air conditioners are purchased, owned and maintained by you. There is an energy fee charged for the use and each air conditioner must be registered with the Management Office when you will start using an air conditioner. A \$250.00 fee will be charged for an unreported air conditioner. Due to the expense of utilities, air conditioner fees will be set annually.

## **Additional Appliances**

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Heat, electricity, water, garbage removal, and television cable are CTC operating costs, and are factored into your rent payment. Other appliances or equipment will require Management approval and result in additional fees at your expense if you choose to have them connected in your unit and receive approval to do so.

A stove and refrigerator are included in the rent. Additional appliances include but are not limited to dishwasher, freezer, refrigerator of any size, air conditioner, electric water cooler. The installation and use of additional appliances must be approved by the Management office, prior to purchase, installation, and use.

Space heaters are not permitted in the premises. Space heaters pose a risk of fire and are not permitted to be used or stored in a resident's unit without Management's consent. If a resident is having difficulty keeping an apartment at a comfortable temperature, contact Management. Management will provide, at no charge, winterization materials such as caulk or weather stripping.

Based on our agreement with our laundry room equipment vendor, and for noise and water safety, laundry equipment (washer and dryer) may not be used or stored in any CTC unit. If you fail to contact the Management Office and/or follow the guidelines, a \$250.00 fine is levied for failure to report extra appliances, a lease infraction may be issued, and your lease could be terminated. You are liable to pay required energy fees for all months that an additional appliance is used.

## **Washer and Dryer Appliance Policy**

**Washing Machines and Dryers are not allowed as they cause excess moisture in the units and have caused major damage to units when leaks occur.** In addition, having individual Washers is a violation of the contract that CTC has with our laundry room equipment supplier, Mac Grey.

## **Temperature Control**

The heating systems at CTC are complicated, and several buildings are heated using the same system. Consequently, not all apartments have the same amount of heat or maintain the same temperatures. Some are too hot and some are too cold. CTC Maintenance staff strives to maintain all apartments at a reasonable temperature during the winter months, but in order to correct an individual unit, a whole building needs to be serviced, which can be time consuming and does not always result in the desired outcome. If you are experiencing heating problems, please check these things in your unit, before calling the Management office.

- ❖ **The windows and storm doors must be closed;** the storm door insert(s) must be closed.
- ❖ A temperature reading should be taken in the apartment to determine if the temperature falls within the state of Minnesota guidelines-- 68 to 72 degrees. The thermometer must be placed 5 feet above the floor on an inside wall for accurate temperature reading. Thermometers are provided for you. If your unit does not have one, stop into the management office and pick one up.
- ❖ The normal temperature that is maintained in the unit is between 68 and 72 degrees.

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- ❖ The radiator should be cleaned free of dust or other obstructions (i.e., should be dusted or vacuumed).
- ❖ Move furniture or drapes away from the radiators to allow heat flow.
- ❖ If the temperature is at the normal range, and you are cold, layering clothing is very effective.

If all of these things are in proper order, and you are experiencing a heating problem (below 68 or above 75 degrees) call the Management office requesting that Maintenance check your unit. Maintenance staff will strive to provide you with the expected comfortable temperature for your unit.

Call the management office number 651-646-7526 and follow directions if you are experiencing heating related problems when the office is closed.

Leaving your windows open in the cold months in Minnesota wastes utilities and is negligent. Open windows can freeze your heating pipes leading to lost heat for other units and, in some cases, burst pipes and flooding that can cost thousands of dollars in damages and repairs. You are responsible for the charges that result from your negligence. Do not leave your apartment with windows open when you sleep or if you leave your unit.

## Excessive Moisture Policy

Excess moisture can be due to use of appliances that use water, cooking without the proper exhaust to draw it out of the apartment or not removing water spills from surfaces like floors or counters. This can result in mold forming on walls and damages to surfaces in the unit. To stop this from happening, you should always turn the exhaust fan on when you are cooking, or when possible, open a window to draw the exhaust out. Always wipe up and remove standing water on any surface (other than sinks and tubs). The proper humidity level in the apartment should read at below 45%. If the reading in your apartment is higher than that, it is too high. If you do not have a humidity gauge in your apartment, please come to the office and pick one up.

## Apartment Transfer rules and costs

You may request to transfer from your current unit to a different sized unit at CTC, any time after move-in. **There is a \$400, Non-refundable transfer fee** and you will pay for two units for at least one day or as long as you have control of two units. Transfers are dependent on the availability of the particular size unit requested. Transfers are considered in order of date of request. Management has the right to determine when a transfer can take place. Taking into account factors such as household size, any waiting list and whether or not the household requesting a transfer has been in good standing with regard to rent payment and fulfilling other lease responsibilities.

You are responsible for cleaning the unit that you are leaving, cleaning fees that occur will be charged to you. They are not covered by transfer fee. A 60 day written notice on the unit from which you will be transferring is required. **Do not count on management office to remember your plans.**

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Where Management requires you to transfer to another unit, a transfer fee is generally not required. Examples of this may include, that your family size changes and you require a larger or smaller unit; a family member comes to live with you; a building is being renovated and the unit needs to be vacated for work to be done; etc.

When there is a change (increase or decrease) in your household size, you need to contact the Housing Coordinator to discuss your new situation. You may need to request a transfer to a different size unit. There are occupancy standards that must be followed. It is your responsibility to talk with the Management office. If you do not report a change in your household composition, it may result in a lease infraction and/or termination. Management staff will try to cooperate with you in making the transfer as convenient for you as is possible.

## **Keys and Apartment Lockout**

Each household is given two keys for their apartment when they move into CTC. A third key can be purchased at the CTC office. If you lock yourself out of your apartment during CTC office hours, you may have a maintenance technician let you into your apartment for a \$10.00 charge. Should you become locked out after hours or on weekends, there will be a \$40.00 fee and a time delay. For after hour's lockout please call 651-646-7526 to reach an on- call CTC maintenance person.

Only adults listed on your lease will be let into your unit. For verification purposes, you may be asked to show your identification. Children, under the age of 10 will not be let in. Older children will be let in only after contact has been made with the parent or guardian granting permission.

## **Laundry Equipment Repair**

CTC does not own the washers and dryers. Should a washer or dryer need to be repaired, contact the Laundry Company at-1-800-622-4729. Be sure you are able to tell them the building number, machine number, whether it is a washer or dryer, and the location of the machine in the laundry. The following link will give you more options in reporting a complaint to Macgray Laundry services. [www.macgray.com](http://www.macgray.com)

## **Specific Occupancy Rules**

### **Pet Policy**

Commonwealth Terrace Cooperative Pet Policy Agreement Form

**PET POLICY: Approved by the CTC Board of Directors and University of Minnesota 11-2010**

1) Common domestic pets are allowed under 30lbs with a limit of 2 pets total per apartment, defined below as:

- A. Indoor only domesticated cats and indoor only pet rabbits. All cats and rabbits must be surgically prevented from breeding. Veterinary documentation of this must be provided and attached to this form.

# Commonwealth Terrace Cooperative Resident Handbook

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- B. Caged animals defined as: Birds (only species that are common household pets), hamsters, gerbils, and guinea pig. These animals are to be kept confined in appropriate cages and restricted from running loose in apartments.
  - C. Aquarium animals such as fish, turtles, and salamanders are permitted providing they live in 50 gallons or less of water and they do not feed on living food (i.e. mice) except for feeder crickets. Aquarium animals are not limited to 2 as stated above. No animals are allowed that are venomous, biting, or pose a threat for infestation. These animals are to be kept confined in appropriate aquariums and restricted from being loose in apartments.
  - D. Service Animals registered with the University Disabilities Services Office will not be subject to limitation on breed and animal type, providing a written letter from the Disabilities Services Office is attached to this form. Residents with Service animals or service animals are still expected to follow the provisions of this Pet Policy as it relates to health and safety issues, animal behavior, cleaning up pet waste, and any damages caused by an animal.
- 2) Commonwealth Terrace Cooperative reserves the right to deny any resident the ability to have a registered pet based on history of breach of lease or any noncompliant prior pet ownership or for any breach of this Pet Policy. The resident must strictly adhere to all aspects of the CTC Pet Policy.
- A. The resident must submit the Pet Policy Agreement Form with available information prior to obtaining a pet. This form must be completed in the CTC office within 48 hours of obtaining the pet. Bringing a pet, including a visiting animal or pet, into a CTC apartment without completion of all requirements of this Pet Policy Agreement Form will subject the resident to immediate obligation to pay a pet fine of five-hundred dollars (\$500) in addition to the normal pet charges described herein.
  - B. Proof of ongoing vaccinations and spayed/neutering must be provided and a copy kept on file in the CTC Management Office with this form. Vaccination tags must include current rabies tag.
  - C. The resident shall pay a onetime non-refundable pet approval fee of seventy-five dollars (\$75) per apartment with the submission of this form for the first pet. This non-refundable fee is to defray CTC's costs of administrating the pet policy requirements. This is not a damage deposit and does not relieve or excuse any damage caused by a resident's pet. Any damages/charges resulting from pet(s) will be additional expenses and will be the financial responsibility of the resident. Animals listed in 1(B),(C), and (D) are not subject to this fee.
  - D. The resident must have liability coverage for the pet, in their renter's insurance.
  - E. All apartments with registered animals must have the registration sticker displayed on the front storm door.
- 3) The resident agrees:
- A. Pets shall be housed inside resident's apartment. Pets are not allowed in hallways, common areas, or outdoors. Caged animals are to be kept in appropriate cages with flooring and liner to prevent any damage to floors and to allow sanitary removal of pet waste.

# Commonwealth Terrace Cooperative Resident Handbook

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- B. Pets going into and out of apartments must be in an appropriate container and under the resident's control.
  - C. Pets will not be left for extended periods of time in any apartment. In the event that a pet is left alone in an apartment for an extended period of time, due to vacation, illness or other absence, and is not being properly cared for, CTC shall attempt to contact the resident or the emergency contact to remove the animal. If this is not successful, CTC may notify animal control or the Humane Society and shall have the right to have the animal removed. Such action may be taken by CTC without liability to the resident. Any costs for removing the animal if the resident is not present, and arrangements have not been made by the resident for the animal to be removed or cared for, shall be the responsibility of the resident.
  - D. The resident is responsible at all times for the actions of their pets or any Service Animal. Pets and animals shall not disturb, annoy, or cause any nuisance to tenants, neighbors, or other members of the community. Residents are responsible for any odors, noise, damage, or other conduct of their animal that disturbs others or damages the premises. Residents that violate this Pet Policy or these obligations may be subjected to notices of breach of lease and policy and/or the requirement that the animal be removed from the apartment. If there is a serious breach of this Pet Policy, the resident has a duty to humanely remove the animal (the animal should not be turned loose, harmed or otherwise mistreated as a result of the removal). If this is not done, residents may be subjected to a fine of \$50 a day until the animal is removed and/or subject to immediate lease termination and eviction.
  - E. The resident must be present for all routine or requested maintenance work or have pet appropriately caged while CTC staff are working in the apartment. The presence of a pet may not interfere with the routine pest control treatment of apartments.
  - G. Living space where pets are housed will be kept clean, with negligible odor, safe, and free of parasites, including but not limited to, fleas.
- 4) All pets must be maintained in accordance with applicable state and local laws. Cats must wear current vaccination and identification tags at all times.
- 5) The resident shall be fully and solely responsible for disposal of pet waste. Pet owners must place soiled litter in tied plastic bags and dispose of bags in outside garbage bins. Failure to dispose of pet waste appropriately will result in a fifty dollar (\$50.00) fine per occurrence.
- 6) If CTC determines that the presence of a pet constitutes a risk of damage to property or creates a threat to the health and safety of any member of the community, including residents, household members, guests and/or employees, or if a pet attacks, bites, or behaves in an aggressive or threatening manner, the animal is subject to immediate removal from the community. If the pet is not removed, the RESIDENT will be considered in breach of the terms & conditions of their lease, and may, be fined \$50/day until the animal is removed, and/or subjected to termination of lease and eviction.

## **Pest Control Policy and requirements**

# Commonwealth Terrace Cooperative Resident Handbook

Common bugs and insects may get in your unit from time-to-time and can be treated with normal, over-the-counter products. Common insects that travel through apartment homes include the occasional fly, moth or ant. But some bugs, including unusual bugs or hard to treat bugs, need to receive professional extermination treatment and these conditions must be reported to the Management Office.

Residents are required to report any pest problem involving uncommon or excessive insects or other pests to the Management Office for appropriate treatment. Failure to report can make a condition much worse and can allow pest problems to spread.

Do not be concerned or worried that you are jeopardizing your lease if you report that there are bugs in your unit. It is important that Management knows, so that preventative measures can be taken to treat the unit. CTC has a contract with a pest control company and the exterminator is on the property three times a month. Here is the procedure and what you need to do: Call the Management office if you think there is a bug problem. Better to call early than to wait when the problem is much worse.

Your participation in our pest control treatment program is **MANDATORY**. Residents are required to follow any instructions for preparing their unit, or treating or getting rid of infested food stuffs or personal property, that are given by our pest control provider to prepare your unit for treatment and to get rid of pests. If your unit is not ready when our pest control vendor is treating units, you may be required to pay a retreatment or second visit fee. If Agent learns that an apartment has had an ongoing pest problem that is not reported, this may be grounds for termination or your rental agreement, nonrenewal, or charges for treatment and damages to your unit or other areas that must be treated due to your failure to report.

## **Cable, Telephones, and Internet Service**

### **Telephone:**

Telephone wiring is already in your apartment. Most units are wired for a second telephone line if desired. Your unit is designed for plug-in type of telephone. For connection and more information, contact the phone company. Holes **may not** be drilled into the walls to install new or extension phones. The office is not responsible for any installation or repair charges connected with phones. You are responsible for the cost of the connection service and monthly charges. **If you have a problem with your phone service, follow this procedure:** Call your telephone carrier. If the phone company finds a wiring problem inside CTC common areas or the building, the phone company should repair the problem. You will be responsible for paying the phone company for the repair bill; however the CTC office may reimburse you if the problem is related to wiring outside your unit. To be reimbursed for this charge, you should submit your receipt to CTC office as soon as possible after you have paid for the service.

## **Computer Internet Service**

# Commonwealth Terrace Cooperative Resident Handbook

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If you desire internet connection, you will need to call a provider to have internet service in your unit. You are responsible for the cost of the installation and the monthly service charge.

## **Satellite Dish Policy**

Residents may choose to install a satellite dish for their personal use at CTC. It should be noted that residents in some units will not be able to follow CTC's regulations for satellite installation because their unit's location will not allow for clear line-of-sight between the resident's dish and the satellite. In such circumstances, the resident will need to request a transfer to be able to receive satellite transmission. Residents who wish to transfer to facilitate receiving satellite transmission **will not** be given any priority on the waiting list to transfer and will need to pay the transfer fee.

Following are the guidelines and restrictions that have been placed on installing and operating a satellite dish on CTC grounds.

- ❖ All satellite dish users must register their intent to install dishes with the office and describe the intended method for installation. Any satellite dish installed without proper registration and approved at the Management office may be removed at resident's expense, a fine may be imposed and or resident may receive notice of lease termination and/or eviction.
- ❖ Satellite dish may only be placed in CTC approved locations
- ❖ Installation must be done in a professional manner
- ❖ No holes may be drilled in the walls of the building to complete installation
- ❖ Dishes, cabling, or installation may not be placed in a common area or roof (meaning any area other than garden plots)
- ❖ Harm or damage CTC property including trees, sidewalks, foundation of the building, street pavement, etc.

The office will assess any damages to CTC property that result from the installation and the resident will be charged for these damages.

All satellite dish owners are required to register their dish with the office. If the dish is not installed in compliance with the rules stated above, the dish must be reinstalled in such a manner that it is in compliance with the policy.

## **Toilets**

Toilets, sinks and bathtubs are not to be used as disposal units for garbage, diapers, toys, tampons, sanitary napkins, baby wipes, or other such items. Care should be taken to prevent hairpins, toothbrushes, toiletries and other items commonly kept in the bathroom from falling into toilets. Keep an eye on small children who may be tempted to play with the toilet. Any maintenance service required to fix the toilets, sinks or bathtubs because improper items have been placed (or dropped) in them or other misuse will be charged to the resident.

Water shut-off valves All sinks, toilets, and tubs have water shut-off valves. Sink and toilet valves are located directly underneath the sink or the toilet. Tub shut-offs are located in the wall, as follows:

One Bedroom Units..... Behind the panel in the entry closet  
Split level Bedroom Units..... Behind the panel in the upstairs hall

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New Two Bedroom Units.....	Behind the panel in the linen closet
Three Bedroom Units.....	Behind the panel in the bedroom closet

If a toilet, tub or sink is plugged, constantly running, or in danger of overflowing, turn-off the shut-off valve until maintenance can fix the problem. This will prevent damage to your flooring and is very important for units or rooms that are on upper floors.

## **Apartment Storage Boxes Policy and rear yard maintenance**

You are provided an exterior storage box to store your non-hazardous personal property that can safely be exposed to the elements, like outdoor toys, folding chairs, watering cans. No flammable or hazardous item should be kept in the storage box. No items are to be stored on top of the box. Storage box doors must be fully closed when not in use. You are expected to clean and remove all of your personal items from the storage container when you move out. Front and rear yards must be maintained at all times, toys, bikes, grills plants and other personal items must be kept in an orderly fashion and stored when not used. Do not allow your items to flow into your neighbor's yard.

Storage space is very limited. Please try to keep outdoor toys and equipment picked up and kept in an orderly fashion daily. Fines will be imposed if you do not maintain your yard area.

## **Sublet Policy and Management notification**

Subletting of units is only permitted where prior written approval is given by Management and all of Management's requirements are met. Sublets are limited to a six month period of time, must qualify according to CTC eligibility guidelines and must be approved in advance in writing by the Management office. Management may deny a sublet request made by a resident household that is not in compliance with the CTC lease or otherwise not in good standing at the Co-op. It is important that management know who is living at CTC. Failure to obtain written approval of a sublet, and to meet subletting requirements, is a lease violation and will be cause for eviction for everyone involved.

## **Vacation/Absences and emergency contact information**

CTC does not provide house sitting services. If you are going to be gone from your unit for more than one week, then you need to notify the office with information regarding a person who will be responsible for your home and who will be able to contact you while you are gone. Before any extended absence, you must give the Management office the phone number or address of your responsible person and information on how you can be reached in the case of an emergency. Please shut all windows and unplug all appliances, do not turn off Refrigerator (**do not shut off circuit breakers**). For units that have thermostats or heat controls, it is important to leave the heat on during winter months to avoid damage to pipes and freezing. Please follow these requirements; Major damage can be caused to the unit in your absence especially in the winter if these rules are not followed. If you have any questions about any of these requirements please contact the maintenance manager 651-646-7526.

## **Visitor and Guest Policy**

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CTC is your home, and you are encouraged to have visitors and guests in compliance with this policy. A “guest” is defined as a person, including a child, who is not on the lease. Only a student’s immediate family (Student, spouse and children) or roommates can be on the lease. Parents, siblings, extended family, or other visitors must be registered after 5 days and pay a guest fee for stays longer than 30 days in any 12 month period.

A person or persons that stays with you for less than 30 days, is considered to be “short term.” If the stay is over 5 days, you must register each guest and any guest car license plate at the management office so management is aware of who is on the CTC grounds.

Any person staying or occupying the apartment for a total of 30 days in any 12 month period is considered to be a long term guest and an additional occupant; the unit must maintain legal occupancy qualifications at all times. A fee of \$40 per guest will be charged per month. A \$250 fine will be imposed if you do not register your guests, along with a back charge for any unpaid fees. You could also be subject to lease termination or eviction for allowing unauthorized persons to stay in your unit. CTC occupancy standards will apply for long term guests.

The lease holder is responsible for the behavior of your guests/visitors and you can be held liable for any violation of CTC policies and standards. Please share with your guests, the content of this handbook, so that they are familiar with the guest policy for staying at CTC.

## **CTC Newsletter as official CTC publication**

The Terrace Times and the CTC extras are the CTC newsletters that are provided approximately once a month. The Terrace Times is used to communicate all of the **CTC official business, announcements, and policy changes**. CTC extras relate events and activities that are happening at CTC. To stay current about CTC, **it is your responsibility** to take the time to read them. Residents may contribute to the newsletter by submitting letters to the editor, announcements, for sale items, etc., and other items of interest to the community. Information on contributing to the Terrace Times is included in each issue.

## **Amenities**

- ❖ **The CTC Community Center:** CTC has a large Community Center located at 1250 Fifield Avenue. Located in the Center is the CTC Management Office, Child Daycare Center, and meeting rooms. See management office for guidelines for using the Meeting Space.
  - ❖ **Child Care:** CTC leases space at the Community Center to The Community Child Care Center, Inc. Child care is offered for children ages 16 months to age 5 or when they start kindergarten. A sliding fee scale is available for most CTC residents. For availability and more information, call the Child Care office at 651-645-8958.
  - ❖ **Study Center:** The study center is located at the corner of Fifield and Gibbs. The Center is available to all CTC residents and has wireless internet for your convenience. If you wish to use the center, you may obtain a key from the office.
- Ongoing Maintenance and Safety Devices policies**

## Ongoing Maintenance and Safety Device Policies

### **Apartment Inspections**

CTC residents are required to maintain customary standards of cleanliness and safety in their apartment. For this reason, all apartments are inspected at least once a year. You will be notified of when your unit inspection is scheduled. You do not have to be home at the time of the inspection. An appointed inspection team will enter your unit and check for maintenance repair items, and the general condition of the apartment. An inspection form will be left in your unit. The form records the condition of the unit and if there are housekeeping items that you need to take care of or if Maintenance needs to return to make a repair. If you fail the inspection and are requested to clean or make changes in your unit so that it meets CTC standards, a re-inspection will be scheduled with you to check on those items.

If you fail the second inspection, the General Manager may, depending on the circumstances of the case, recommend that a lease termination notice be issued or that other steps be taken such as scheduling a re-inspection, assessing a fine and charges for additional inspections, or other measures believed appropriate to obtain compliance. Management may, in any circumstance where an inspection suggests severe housekeeping or other problems that violate codes, jeopardize health, safety, fire code, sanitation, or present problems with the existence of or risk of infestation, odors, or damage to the unit, take action to issue a notice of lease termination.

### **Stove Top/Oven Pilot Lights**

#### ***Stove Top Pilots:***

Be sure the oven temperature control and surface burner controls are off before lighting the pilots. Pull the stove top up and support it on the metal rod you will find underneath. Hold a lit match near the pilot parts until a small flame appears. Replace the stovetop.

#### ***Oven Pilots:***

Remove the racks and the oven bottom. To remove the bottom, loosen the two screws located toward the front of the oven bottom. Slide the screw back to release the front. Push the oven bottom back and lift it up and out. Hold a lit match to the end to the pilot. The pilot is located at the burner. When the pilot is lit, a small flame should appear. Replace the racks and the oven bottom. Should a new resident move in and not be able to light the pilot, a maintenance staff member will come to demonstrate how to light the pilot one time.

### **Carbon Build-Up In Oven:**

Carbon build-up occurs during normal oven usage. To prevent excess carbon build-up, the slot above the pilot light should be cleaned two times per year. This can be done with a metal bread wrapper tie or a similar device. Please contact the CTC office with any questions

## **Gas Leaks**

### **Residents who smell gas in their apartments should take the following steps:**

Ventilate the apartment at once by opening a window or windows.

- ❖ Check oven and stove burner controls and make sure they are off.
- ❖ If one or more stove pilots are out, wait until the apartment is thoroughly ventilated and there is no longer a gas odor in the apartment or near your stove. When there is no longer a gas odor and the controls have been in the off position for some time, the pilots can be re-lit.
- ❖ If all the pilot lights are lit and you can still smell gas, leave your apartment. After you have safely left your apartment, you can call Xcel Energy at **1-800-895-2999**.
- ❖ After you have contacted Excel Energy, contact the Management office or after hours maintenance number.

## **Locks and Deadbolts**

If you have a security concern, unit locks may be re-keyed by maintenance staff, or a CTC provider, only. You are not allowed to personally install an alarm or security system without our Management's consent. For emergency access and repair purposes, CTC must have access to all units. To have your lock changed, make a work order request to the Management Office.

## **Fire Extinguishers**

Fire extinguishers are checked and recharged yearly. Used or non-functioning extinguishers will be replaced free of charge. Management staff contracts a provider to service fire extinguishers on an annual basis. Dates and times (usually in February) of the schedule will be published in the Terrace Times and cooperating with the service and any needed exchange is the resident's responsibility. This applies to non-members as well as members. Failure to cooperate with Management according to the schedule is a lease violation and could result in a fine or lease termination.

## **Smoke and Carbon monoxide Detector Devices**

For your safety and for others in the complex, each unit is equipped with a smoke detector and carbon monoxide detectors in units with gas appliances. Management staff checks each smoke detector during unit inspections and as part of the maintenance between residents. Non-functioning detectors will be replaced by maintenance free of charge. You are required to check the detectors once a month. To test the smoke detector:

- ❖ Make sure red light is on.
- ❖ Push the test button and hold until alarm sounds. Do not use force.
- ❖ If the detector does not sound or sounds irregularly, contact the CTC office.

Please note that many of the smoke detectors are not battery operated. City code requires smoke detectors in all units. It is a lease violation to tamper with, impede, or otherwise interfere with the normal operation of smoke and carbon monoxide detectors.

Replace all batteries that are signaling that they are depleted. A \$150 fine will be imposed if detectors are found disabled, covered or tampered with in any way.

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## Exterior Lighting

The lights on the exteriors of the buildings are programmed to automatically come on at dark and shut off at light in the morning. You are responsible for replacing lights that burn out. Replacement light bulbs are available from your ward representative or management office.

## Electrical Circuit Breakers

The location of the circuit breaker boxes for individual apartments is as follows:

- ❖ One Bedroom Units (Bldg. 2,3,4,5,6,7,8)      Mechanical Room
- ❖ One Bedroom Units (all other Bldg.)      Laundry Room
- ❖ Two Bedroom Units      Storage Closet under the stairs
- ❖ Three Bedroom Units      Storage Closet

Before switching a breaker switch, make sure that you turn off the heavy appliances and lights. This will prevent a strain on your electrical system and prevent the switch from “blowing” again. **Do not turn off the breaker at any time.** There are things such as your heat and refrigerators’ etc. that need electricity. When leaving unit for vacation, unplug appliances that use electricity such as your television, computer and radios etc.

## History of CTC

May 3, 1969 was not a typical Minnesota day. University of Minnesota officials, state politicians, a large group of students and their families marked the beginning of a new dawn for student housing at the University of Minnesota. Fathers, sons, mothers, and daughters joined in a two-generation protest of a possible Commonwealth Terrace rent increase on the steps of the Minnesota State Capital.

The idea that housing could and should become a cooperative was born in 1968. The idea did not become reality till 1970. A series of rent increases followed a proposal to further increase rent coupled with tenant dissatisfaction with University management and maintenance, inspired a challenge against the University’s management of married student housing. Tenants claimed that the community could be more economically managed by its residents.

After a march on the capitol, threatened rent strikes, and marathon negotiating sessions, University officials concluded that the resident group had sufficient determination to effectively execute the experiment of managerial and maintenance responsibilities.

The University turned over these responsibilities to Commonwealth Terrace Cooperative, Inc., July 1, 1970. A contract for services was signed June 5, 1970. Commonwealth Terrace Cooperative, Inc., a resident-management cooperative, operates under a management agreement with the University of Minnesota, which still owns the land and physical structures.

The foundation on which the Cooperative was built and is maintained is best expressed by this quote: “Organized to provide the best possible management and maintenance at the lowest possible cost for its resident members; dedicated to the principle that ordinary people, working together on a cooperative basis and provided with adequate information can, and generally will, make decisions resulting in sound enterprise assuring the long-term benefit of present and future members.”

Each household has the opportunity to purchase a membership, thus becoming a voting member. The cooperative community is divided into 14 total wards. The Board hires a manager, and the manager hires and /or provides such additional staff as required to do repairs and maintenance and collect rent and lease apartments. As a professional, he/she is asked to make knowledgeable recommendations to the board, but the board sets all of

# Commonwealth Terrace Cooperative Resident Handbook

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the policies under which he/she operates. To allow further participation and community involvement, there are several standing committees and additional ad-hoc committees as needed.

These committees offer programs, help with Finance and budget, resolve disputes, educate on crime prevention, develop new projects and provide recreational and educational programs. Meetings are generally open to participation by all residents. In addition, residents are often consulted through ward officials, surveys, newspaper articles, and or flyers.

Commonwealth Terrace was instrumental in the development and operation of the Chateau Community Housing Association, a high-rise single-student-housing co-op in Minneapolis, and Como Student Community, a family-student -housing co-op also located in Minneapolis.

In 2008, Commonwealth Terrace Cooperative experienced a crisis in leadership that led to the demise of the 14 member board. A board of directors was selected from active committees and recreated the By-laws and Articles of Incorporation to reflect changes that were established and implemented by the new board and approved by the members in May of 2009. The new governance allowed more flexible membership rules and a focus on resident programs.

Commonwealth Terrace has not operated for 40 years without concerns of its own or without needing assistance. As in all enterprises, there are peaks and valleys of progress and high and lows in productivity and participation. Nevertheless, as long as there is a willingness to build on the joint efforts and strive for the same goals, the cooperative will survive, and the fruits of its toil will continue to be enjoyed by those it serves. The cooperative is now comprised of 464 apartments, averaging three persons per household. International families make up 85 percent of the CTC population.

## **Fee Schedule for 2011-2012**

Blind Replacement.....	\$12each
Rental Late Fee.....	\$50 per month
Unreported Appliances.....	\$250
Appliance Removal.....	\$40
Transfer Fee.....	\$400
First Air conditioner.....	\$25/month
Second Air Conditioner.....	\$15/month
Dishwasher/Freezer.....	\$8 /month
Daytime Lock outs.....	\$10
Night time lock outs.....	\$40
Second Car Parking.....	\$30/month
Application Fee.....	\$40 non refundable
Cleaning Charges.....	\$25/Hour
Membership Fee.....	\$250 (onetime fee)
Non-member Surcharge.....	\$50/month

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Garden Plots.....	\$50/season	(\$25.00 refundable if cleaned)
Visitors after 30 days.....	\$40/month per person	(Proof needed)
Unreported Visitors.....	\$250	(not reported after 30 days)
Ticket for unauthorized parking.....	\$40	
Fine for Junk and Debris in Yard.....	\$20	
Dumpster Item Disposal.....	\$150	(items left outside dumpster)
Garbage in Recycling .....	\$150	
Smoke Detector Tampering.....	\$150	(removed/covered/no battery)
Laundry Duty Not Completed.....	\$75	(failure to clean laundry)
One-Bedroom Halls not Cleaned.....	\$75	
Windows neglectfully left open in the winter.....	\$75	
Damage caused by that neglect .....	100% of the cost	of repairs
Pet Fee (see restrictions in Handbook) .....	\$75	