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President – Nili Makovski niliis@hotmail.com
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Treasurer – James Soukup james.soukup@gmail.com
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CTC Business Hours
Monday - Friday – 8:00 to 4:30

CTC Office:
Fax: 651-646-3319
E-mail: ctc.umn.edu
After Hours Emergency/lock out 651-646-7526
University Police: (612)624-3550
MacGray Laundry Report Trouble 1-800-622-4729.
Commonwealth Terrace Bi-laws
Can be found on the CTC website www.umnctc.com

Commonwealth Terrace Cooperative Resident Handbook

Disclaimer this handbook is subordinate and subject to the provisions of the CTC Bylaws and Articles of Incorporation. In the event of any conflict between this Handbook and the Bylaws of Incorporation, the provisions detailed in the CTC Bylaws and/or Articles of Incorporation shall prevail.

Commonwealth Terrace Cooperative Resident Handbook Approved September 8, 2008

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, well-maintained, safe 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 70 countries from around the world.

Living at CTC is a unique experience that offers you a culturally diverse environment to live in, opportunities to learn from other residents, and to make lasting friendships. CTC mission is to strive to create a community atmosphere that promotes positive contact and mutual respect of all individuals. The resident members and staff at CTC hope living at CTC will enhance your learning experience at the University of Minnesota.

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 policies can be found on the CTC web site www.umnctc.com . The website is also a source of information that is up dated 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

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.com 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 your CTC Board Representative. Besides this handbook, the Occupancy Agreement contains many basic guidelines and policies that should be reviewed.

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

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become a member of this community, you accept certain responsibilities and privileges. Through a resident-run board and various standing committees, decisions regarding the operation and maintenance 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 vital keeping the costs of operations down.

The Board of Directors

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CTC Philosophy and Management Structure

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Commonwealth Terrace Cooperative (CTC) was created and exists to meet the needs of the residents. CTC is a limited equity family student housing cooperative, 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 and a vote with the opportunity to serve on committees that govern 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.

While the ultimate authority rests with the membership as a group, the supervision of the staff has been delegated by the Board of Directors to the General Manager. Since the General Manager is accountable to the Board for the operation of the Co-op, that individual must have control over the staff; this includes the power to hire, evaluate, and designate the basic relationship between Community and Staff. Any comment or complaint regarding a staff member should be directed to the General Manager.

Staff members expect trust and consideration from CTC residents. Residents should not seek special consideration from the staff, since all members of the cooperative are equal. While neither the Board nor the residents assume any day-to-day authority over the residents, CTC seeks to provide an atmosphere that is fulfilling for its employees through progressive personnel policies.

CTC holds that diversity within a community is essential and contributes 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, and you do not participate in the CTC member programs and activities. You are still required to follow CTC policies and guidelines that pertain to your housing.

CTC Governance System

The Board of Directors

The Board is made up of one annually elected Director from each Ward. 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. It approves policy decisions and approves the annual budget. The Board in conjunction with the General Manager plans participates in annual planning to review and determine long and short range goals for the Cooperative community. The Board is the “court of last resort” for conflicts unresolved by committees or the management.

Current Board of Directors

	Director	Role	Email
1	Nili Makovski	Board Chair	niliis@hotmail.com
2	Pablo Olivera	Vice Chair	oliv0132@umn.edu
3	James Soukup	Treasurer	james.soukup@gmail.com
4	Kollin Stiner	Secretary	stine023@umn.edu
5	Aysegul Kozak	Director	koza0022@umn.edu
6	Haink Tu	Director	kniah@yahoo.com
7	Sylvia Davila	Director	alva0059@tc.umn.edu

Management and Staff

Decisions regarding the operation of the community are made through specific channels. While ultimate authority rests with the membership as a group, the supervision of the staff has been delegated by the Board to the General Manager of the Co-op. Since the manager is accountable to the board for the operation of the cooperative, that individual must have control over staff; this includes the power to hire, fire, evaluate, and designate the basic relationship between the community and the staff. Any comment or complaint regarding a staff member should be directed to the 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 progressive

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personnel policies and the recognition of the staff to organize for collective bargaining purposes.

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" or "ad-hoc." The standing committees are those that are a permanent arm of the Board. Ad-hoc committees are created for a brief research project; the length of term of the Committee is one year. Each Committee receives funds from the Operating budget to use to complete their work. The Standing Committees are: Conciliation and Eligibility; Finance and Operations; Executive; Grounds. The Ad Hoc Committees are: Programs; Terrace Times; Sports; Hospitality; Sustainability; Safety.

Standing Committees

The Conciliation and Eligibility Committee

This committee serves as a body of appeal and interpretation. It conducts hearings on management-resident disputes, resident-resident disputes and determines resident status in regard to eligibility requirements. The committee interprets CTC policy as set forth in resolutions by the Board of Directors and recommends changes in policy and procedures to avoid or resolve disputes.

The Executive Committee

The committee acts as an interim legislative and decision-making body between Board meetings. It reviews situations of confidential or complex concerns and serves as a liaison between the manager and the Board. It recommends goals and objectives for adoption by the Board. This committee is made up of the president, vice-president, secretary and treasurer of the Board. The Executive Committee along with the General Manager, facilitates annual planning sessions to review long and short range goals and objectives, and oversees the Annual Members meeting.

The Finance and Operations Committee:

The Finance and Operations Committee shall include five (5) committee members and two (2) Alternatives elected in the manner set forth above and the Treasurer of CTC, who will

Serve as a nonvoting committee representative and, in addition to the chair, a regular liaison to the Board.

The Grounds Committee

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The grounds committee works to ensure that the grounds are well maintained. They set priorities for performing grounds maintenance and making grounds improvements. The grounds committee works to make CTC an enjoyable, safety and pleasant place to live.

The Terrace Times Editorial Board

The Terrace Times is a monthly publication dedicated to providing information to the residents of CTC and providing a forum for residents' ideas and opinions. It serves as the major communication link between management and residents.

Many residents help inform the TT by:

- ❖ submitting monthly articles, and
- ❖ serving as a community contact and bridge between the residents and Management

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; 54;	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; 34,35;	Ward 11- buildings 32, 33, 34,35;
Ward 12- buildings 31, 36, 37, 38; 30;	Ward 13- buildings 28, 29, 30;
Ward 14- buildings 45, 46, 47, 48, 49; 42, 43, 44.	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 Representatives

Members of the Ward, elect a fellow Co-op member as a representative to serve on the Board of Directors, and a Ward Representative. The ward representative is elected for a one year term, by members in the Ward. The ward representative assumes responsibility for:

- ❖ Welcome new residents and serve as a resource person, referring resident inquires to appropriate sources. The Office notifies the Ward of new residents.

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- ❖ Hold ward meetings at least ONCE quarterly. The meetings are mandatory for all CTC members in that ward. The Ward Rep can assign substitutive tasks for those members who called in advance saying they will miss the meeting. The announcement for the meeting needs to be placed in the Terrace Times the 2 weeks (both of them) preceding the date of the meeting, and also place a notice in the laundry rooms. A list of attending members needs to be brought to the Office after the meeting (with the minutes). Members not in attendance may make the meeting up or be fined.
- ❖ Organize fall and spring clean-ups in conjunction with the office.
- ❖ Hold Ward annual elections before the Annual Member's Meeting.
- ❖ Determine how Ward funds will be used.
- ❖ The Office will keep Ward Reps informed of their funds.
- ❖ Post the Ward Rep and Board Rep personal information (address, phone, e-mail, and if possible a picture) in laundry rooms of the Ward.
- ❖ Provide light bulbs to the residents who need them for the outside lighting. The Ward reps can obtain the light bulbs from the Office.
- ❖ Participate in ward reps quarterly meetings to discuss common problems and find out how different Ward Reps approach similar problems.
- ❖ Inform residents who are leaving CTC of the process of discarding old unwanted furniture (i.e. put announcements in the Terrace Times). The Office will notify the Ward Reps via e-mail (unless otherwise requested) when a resident is moving out.
- ❖ Help the Office in distributing shovels, brooms and other tools that the residents may need.

Filling Ward Officer Vacancies

Any ward representative, or director 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 Board of Directors will choose the replacement. Once a new ward officer is elected, it is the responsibility of the old ward officer to notify the CTC office of the change in positions.

Ward Meetings and budget

Each ward must meet once each quarter, including summer, a quorum should be present 20 percent of the families in the ward, 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 the Terrace Times newspaper one week prior to the meeting. Minutes must be filed with the office and published in the Co-op newsletter. A sign-in sheet, which documents all members in attendance, must be filed with the office.

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Ward funds are allocated from the CTC Operating budget and accrue monthly; current balances are available in the office.

After minutes are filed, purchases authorized by the members may be made.

Fifty-one percent of the ward members must be in attendance to determine the ward budget for purchases.

Annual Stockholders' Meeting

That annual stock holders 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 hear the accomplishment of the Board, Members, Staff and Committees, 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.

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. As a member of CTC you are expected to take on responsibilities that you may not take on at other housing complexes.

Spring/Fall cleanup.

Spring and fall clean up is a time when members get together in their wards and clean up the CTC neighborhood. It is a time to get to know your neighbors and share time with new families. A meal is usually served at the end of the day.

Committees

CTC needs your help, as part of the Cooperative; some members will choose to contribute by serving on a committee. Usually, they meet once a month with required work in between meeting.

Laundry cleaning

Like committee work, cleaning the laundry rooms can be a way to serve CTC and fulfill your membership requirements. Check with your Ward Representative for information on this.

CTC Eligibility Policy

Student Family Eligibility

Only enrolled students at the University of Minnesota are eligible to live at CTC. Eligibility requirements are:

- ❖ Enrolled status is full time. (see status below)

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- ❖ Undergraduate student and spouse/domestic partner, single with children.
- ❖ Graduate level student and spouse/domestic partner; single with or without children.
- ❖ Post-doctoral student. Medical residents are considered as students for the purpose of eligibility.

Definition of a Family

Because CTC is a family student housing complex, it is necessary to define what a family is for the purposes of determining eligibility to live here. Below is the definition CTC uses to determine eligibility in order of priority.

Priority is given to applicants in the following order according to occupancy standards.

- ❖ Families with children
- ❖ Married couple – spouse /domestic partner
- ❖ Single undergraduate with children
- ❖ Single graduate student
- ❖ Two same gender graduate students
- ❖ Post-doctoral

Academic Eligibility

CTC provides housing exclusively to students of the University of Minnesota. Students must be a full-time student of the University of Minnesota to remain eligible to live here.

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.

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 intercession 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, you may appeal.

Make your appeal to the Management Office no later than the end of the first week of classes.

If you fail to appeal within the first week, you must make the appeal directly to the Board of Directors.

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A \$10.00 fee is charged to your account for the appeal. All other appeals for credits must be filed with the C&E Committee.

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 in order of priority for family composition that is used to determine which size apartments may be available to families.

Family size composition:

- ❖ One bedroom: (minimum 1 adult, maximum 2 adults; 1 child)
 - A couple – married/domestic partner
 - A couple – married/domestic partner – with a child under the age of 1.
 - A single undergraduate student with one child.
 - A single graduate student.
- ❖ Two bedroom: (minimum 2; maximum 5 people)
 - One adult with 1 to 4 children.
 - Two adults with 1 to 3 children.
 - Two same gender graduate students.
 - Two adults, married/domestic partner, with no children.
- ❖ Three bedroom: (minimum – 3; maximum 7 people)
 - One or two adults and 2 children (one child 5 yrs or older).
 - One adult with 3 to 6 children.
 - Two adults with 3 to 5 children.

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: documented illness, expiration of the limit in the middle of a semester, and expiration in the middle of the month, when it will be extended to the end of the month. You may ask for an extension of the 7 year limit by making an appeal to the C&E Committee. This should be done before you have reached the end of the time limit

Lease Termination by CTC

There are a few events or circumstances that may render a family ineligible to live at CTC, even if you are a full-time student of the University of Minnesota. If you have lease violations that are cause for lease termination, or if you are a single undergraduate student, may disqualify you.

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If a resident applies to CTC who has previously lived 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. If the application is denied, the applicant may appeal to the Conciliation and Eligibility Committee in the same manner as a notice to terminate a lease or eviction could be appealed.

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, as your eligibility status has changed, and you may no longer be eligible to live at CTC.

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, safe, family friendly environment to live in.

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 guarantee access into the governance system of CTC, the CTC Board and standing committee meetings are open to community residents. The Conciliation and Eligibility Committee meeting is the only one to be 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. All records relevant to the operations of CTC are available to residents, unless they relate to private affairs of residents.

CTC should protect the right of access to information and should not suppress the right of inquiry.

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Privacy and Entry Limitations

CTC respects the privacy and customs of all residents and following these limitations when entering the apartment of residence:

The occupancy agreement allows the cooperative and the U of M to inspect the general condition of each unit. Entry will be made at 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. A 24 hour notice will be given when necessary.

Management acknowledges resident's right under the Tenant's Right to Privacy Statute. Management shall make a good faith effort to give residents reasonable advance notice under the circumstances of management's intent to enter subject to exceptions set forth in the statute.

- ❖ When CTC staff believes an emergency exist. They have the right to enter an apartment. When this emergency right is exercised, the residents will be informed as soon as possible.
- ❖ In case of entering without prior notice and you are not home, CTC staff will leave a written notice or the reason needed to enter.
- ❖ A request by resident for work, repairs, or service at the apartment shall constitute notice to you that management intends to enter the property for purposes of responding to your request.
- ❖ 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.

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 General Manager for assistance in solving the problem. You may, also submit a request to the Conciliation Committee to assist in mediating with both parties for a resolution.

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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.

Appealing Fees, Fines and Eviction

Any resident or management can request a hearing before the CTC Conciliation and Eligibility Committee after it has been determined the channels of communication have been completed. 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 Conciliation and Eligibility Committee, in writing within 30 days of receiving the fine/fee.
- Forms for filing a complaint are available in the CTC office.
- There is a \$5.00 filing fee.

The conciliation and eligibility committee will hear the case, and make a recommendation to the Board of Directors. The Board of Directors will consider the recommendation and make a final decision. Management will notify you of the final decision.

Rent and Surplus Income

Rent Payment

Rent is due on the first day of the month, with a grace period through the 5th working day of the month. Rent is late at 4:30pm the 5th day and there is a \$50.00 late fee for rent received after grace period.

Rent payment should be a personal check, a money order or credit card with a fee. **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 General Manager 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.

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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 will cause lease cancellation and submission to a collection agency.

Failure to contact management, or to make the rent payment, may result in membership suspension and a notice to terminate your lease.

Surplus from Operations

All surpluses from operations is recycled back to CTC operations to enhance the living environment, to support the resident governing structure, and to build a positive safe, family orientated community.

Moving out of CTC

Vacating Notice

There is an optional 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 notice must be in writing and dated at least 30 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 30 day notice, you are liable to pay rent for the month that you move-out and the next month.
- ❖ Schedule a date for the move-out inspection. You or a representative should be present when the inspection takes. If you disagree with any charges, you should discuss your concerns with the General Manager first. If you cannot agree, you may request a hearing before the Conciliation Committee. In any case, the unit must be vacated on the day that you put on the move out form.

Guidelines for Checkout Inspection

Other than normal wear and tear, your apartment should be left in the same condition as when you moved in. 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.

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. **Easy off**, oven cleaner.

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There are floor waxes that can be purchased and used on the tile and for all of the products mentioned above; there are products that are environmentally safe, 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 refrigerator off- leave it turned on.

- ❖ 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. Cleaning products such as 409 a degreaser will make the job easier.
- ❖ Kitchen cabinets, refrigerator and all 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, 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.
- ❖ Light bulbs need to be replaced if burned out.
- ❖ 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 curtain and rod, mini-blinds, all light bulbs, broiler rack and pan, refrigerator shelves, refrigerator ice-cube trays (2), sink stopper and strainer, fire extinguisher, AC brackets, and keys.

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- ❖ All personal belongings need to be out of the apartment and storage unit 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.

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, a cost 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 items left in the unit must be kept for 60 days to allow the owner to make claim on the items. You will be charged for the costs to store your items that you leave.

Security deposit refund

The balance of your deposit, minus applicable charges, will be refunded within 21 days of the date that you moved out. It is important that you leave a forwarding address to where you want the check to be sent. There are circumstances that warrant the need to request a waiver to receive your check sooner and to have someone pick the check up for you. Here are the waiver 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 moved out and the keys returned.
- ❖ The check will be payable to the name of the current resident.
- ❖ You may make a written request to have someone else pick the check up, by meeting with the General Manager. The request needs to include the name, and address of the person that will pick the check up.

Health and Safety Guidelines

Security and Safety

Residents at CTC have a responsibility to ensure that CTC is a safe and clean place to live for all residents. The safety guidelines include that personal items cannot be left or placed in the hallways of one-bedroom units. This includes but is not limited to: shoes of any type, umbrellas, toys, doormats, and rugs. (a rug or

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doormat may be placed at the entry of the building not the apartment), folding baby gates, strollers, waste receptacles, brooms/mops etc. It is a violation of the State's Fire Code to have these items in hallways. Failure to comply will result in fines and potential eviction.

Play equipment, bikes, riding toys, etc. need to be removed from sidewalks daily and when not in use. Remind your children to be courteous to others when riding on the sidewalks.

Smoke-free Living Environment

CTC is a smoke-free living environment. This means that there is no smoking of any substance is allowed inside the units or common areas of the buildings or laundry rooms. This policy is in effect for all residents, visitors, and guests. If you violate the policy, you may be issued a lease infraction.

For details on the Smoke-free policy, see Policy 6.1.2.3.4. of the Policy Section.

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).

Children and Safety

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. There are many play areas throughout CTC. Playground equipment is located in every Ward, along with large common areas used for

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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. Speed limits and traffic signs on CTC grounds must be adhered to. Failure to adhere to traffic signs will result in a standard fine. Repeat violations may result in lease termination.

Parking policy

Parking space at CTC is very limited and free for the first car. Please follow the guidelines for parking at CTC and inform your guests where they can park and parking spaces are non-transferable. For members who own a vehicle there is one space for each unit in the Ward. Parking must be assigned in order to be parked legally.

If you have a car at CTC, you need to go to the Management Office and register your vehicle.

Request a parking sticker and an Assigned parking Second car

If you have more than one car, the second car will be accommodated with an assigned space as one if available on the campus but not necessarily in your Ward. Parking stickers will cost \$30.00 and are provided in management office. All cars must have current tabs, inflated tires and be operable or they will be tagged and towed.

Visitor Parking

Visitor passes are available in the office and are expected to be visiting and/or staying with the person listed on the visitor pass. A person, who parks a car on Campus to go to class, is not considered to be a visitor.

Falsification of visitor passes will result in immediate towing and fines. An example is if you fill out a pass for a friend that only needs a spot to park why he/she is at class.

Parking is allowed only in designated parking space. Parking along yellow painted curbs or areas is subject to fines and/or towing.

Towing Policy

Parking is monitored and illegally parked vehicles will be tagged and/or towed. The Parking and Towing Policies are carried out by Management staff. If you do not follow the policy, you will receive a consequence resulting in a large fine

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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 \$300.00, to get your car released. CTC is not responsible to pay your fine.

Here is the towing guidelines and procedure.

Cars are subject to towing if:

- ❖ Cars do not have visitor passes posted when in visitor parking
- ❖ Cars do not have proper sticker identification in resident assigned parking.
- ❖ Cars are parked along the fire lanes. (parking is not permitted at any time)

Towing procedures

- ❖ Residents or staff may report illegally parked cars.
- ❖ Illegally parked cars are reported to the office during office hours.
- ❖ After hours, cars are reported to the Ward reps
- ❖ Reports will be verified by staff or Ward reps
- ❖ The General Manager or Ward Rep has the authority to tow cars.
- ❖ Cars in resident assigned spots without proper sticker or visitor pass can be towed at the residents' request.
- ❖ Cars in visitor parking without proper visitor pass will be tagged and warned to remove the car within 1 hour. (License plates will be recorded) If the car is not moved, it will be towed
- ❖ If there is a repeated offense by the owner of the car, the car will be towed without warning.
- ❖ A towing report will be filled out by the authorized person, regarding each towing incident.

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 posted in the Terrace Times and on the Web site. If you do not comply with the notice, and you do not move your car for the snow removal, your car will be towed.

Car Heater Posts

Minnesota winters can be very long and cold. At times the weather may make it difficult to start some cars. Heater post plug-in is available for your use on a first-come, first served basis. Contact the Management office to register to use one. A fee of \$50.00 is charged per season. Here are the guidelines.

- ❖ You provide your own tank heater and three-pronged heavy-duty extension cord of at least #23 gauge.

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- ❖ Heater posts plug-ins can only be used for tank heaters.
- ❖ Electrical cords cannot be run from your apartment to your car.
- ❖ Heater post plug-ins charges are due for payment at the time that you pay your rent. You cannot ask for a rent extension because you cannot pay for this charge

Grounds

Garbage/recycling

There are large garbage dumpsters in each ward for your use. All garbage needs to be placed in the container, and not left on the ground. Large items, such as furniture or appliances must not be placed in the dumpster or left by the dumpster. Check with Management about how to dispose of larger items. There is a \$150.00 fine to individuals dumping furniture or other large items in or next to dumpsters.

Re-cycling bins are in the same areas as the dumpsters. Materials that can be re-cycled include: newspaper, plastic, and aluminum cans corrugated cardboard.

Garden plots

Yes. You are welcome to plant a flower and/or a vegetable garden, which is maintained in a neat and weed free manner, there is an annual fee for the garden plot to cover the costs of maintaining the garden before and after growing seasons.

Vegetable Gardens

No vegetables may be planted near apartment buildings. The Grounds Committee maps out vegetable garden plots throughout the property. Contact management for cost of garden plot

Flower Gardens

Flowers may be planted in the three foot space by your front door. Or you may have a potted planter by your front door. You are responsible for maintaining the plants.

Fertilizers used need to be EPA approved, and suitable to what you are planting.

Maintenance Guidelines

Maintenance Guideline

You are responsible for the care of your unit. 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.

- ❖ Clean your apartment so that there is no unnecessary clutter, food residue, or debris.

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- ❖ 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.
- ❖ 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").
- ❖ As it may be flammable, do not use foil or other coverings on the top of the stove or on the wall behind the stove.
- ❖ Know the CTC emergency maintenance number and don't hesitate to call it for maintenance emergencies after hours.
- ❖ In case of emergency repairs or problems, work with a CTC maintenance technician by phone to answer questions and follow initial diagnostic and short-term repair steps, until maintenance technician can arrive to your unit.
- ❖ Shovel your entrances, steps and sidewalks leading to your home to keep free of snow

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.

There will be a charge, however, if you are negligent in not immediately reporting a problem that causes major damage and expensive repairs beyond normal wear and tear. Normal wear and tear may include repairs on: kitchen cabinets, drawers, broken screens and windows, medicine cabinets shelves broken/missing, missing mini-blind, door knobs, hinges and locks, broken storm door latches, closers and safety chains, loose towel racks, cracked switch and outlet plates, leaky faucets and pipes, worn out toilet parts and seat, closet door adjustments, wall and floor tile replacement, deteriorating storage box, etc.

Examples of when you may be charged for a repair include: tears and holes in the walls, damage to the refrigerator, stove, counter tops, cabinets, floors and coverings, plumbing fixtures, closet doors, damage to the mini blinds, excessive smoke film on walls, mold removal due to excessive moisture, etc. Neither of these lists includes all items. If you have questions of what you may receive a charge for, talk with the accountant.

As this is a cooperative, residents are expected to help out by replacing when needed the following items: (Please note exceptions listed under "Resident and

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Member Responsibilities").

While CTC does provide emergency maintenance service, it costs extra for the cooperative to do so. An emergency maintenance request call should be made when you think 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. Otherwise, please wait until the next working day to request service. For emergency service call the office number for maintenance emergency help.

Maintenance staff usually works until 4:30 Monday through Friday. If you need to call after these hours, then the Maintenance person on-call will assist you. Since he is not on the property, it may take up to an hour before he will get to your unit. In the meantime, you need to do whatever you can, such as turning the water supply off, to keep the problem at a minimum. 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 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 completed to assure that your apartment is 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, 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 immediately. In any case, in permission is not granted immediately, you are responsible to set up a time within 24 hours of request for service or the request may not be honored.

Usually a work order is completed within 24 hours of the time it was received. If it is an extensive repair or parts need to be ordered, 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 as it first appears. If you wait, the problem may become harder to fix and 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 after 24 hours after you report the repair. It is considered proper notice to enter, 24 hours after the repair is reported.

Air Conditioner:

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You may use up to two air conditioners in your apartment. Air conditioners are purchased, owned and maintained by you. There is an energy fee charged for the use and 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

Heat, electricity, water, garbage removal, and television cable are CTC operating costs, and are factored into your rent payment. Other utilities are for a fee should you choose to have it connected in your unit.

A stove and refrigerator are included in the rent. The installation and use of additional appliances such must be approved by the Management office, prior to purchase, installation, and use. 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 Appliance Policy

Washing Machines are not allowed as they cause excess moisture in the units and have caused major damage to units when leaks occur. Other than where required as a reasonable accommodation for a disability, washers are not allowed in apartments due to their energy costs and the risk of flooding and water damage. To establish that a member of the household has a disability, the person making the request must submit a letter to the University Of Minnesota Department Of Disability along with a doctor's signed affidavit stating the medical necessity for a reasonable accommodation. The Department will determine if a reasonable accommodation is approved.

Temperature Control

The heating systems at CTC are complicated because several buildings are heated using the same system. 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 strive 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 hoped for 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 guidelines or not. The thermometer must

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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 Office and pick one up.

- ❖ The normal temperature that is maintained in the unit is between 68 and 72 degrees.
- ❖ 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 degrees) call the Management office requesting that Maintenance check your unit. Maintenance staff will do everything that is possible 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.

Excessive Moisture Policy

Excess moisture is due to use of appliances that use water, cooking without the proper exhaust to draw it out of the apartment. This can result in mold forming on walls and 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. 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 gage in your apartment, please come to the office and pick one up.

Apartment Transfer

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. The security deposit will be increased or decreased to the level of unit you will be entering.

Transfers are dependent on the availability of the particular size unit requested. Transfers are taken in order of date of request. Management has the right to determine when a transfer can take place.

You are responsible for cleaning the units that you are leaving. Cleaning fees that occur while transferring from one unit to another will be charged to your tenant account, they will not be covered by transfer fee. A 30 day 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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Also, Management has the right to require you to transfer to another unit, in most cases, no fee is 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 is not inhabitable; etc. If any of these reasons or others happens, you need to contact the Housing Coordinator to discuss your new situation. You will probably need to request a transfer to a different size unit. There are occupancy standards that are required to be followed. It is your responsibility to talk with the Management office. If you do not report the change in family size, 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.

Garbage

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, there are raccoons, squirrels, and mice that will gather around dumpsters and apartments if there is food left around.

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 \$50 fine.

If you have a large item (sofa) that needs to be disposed, call the CTC office for information. 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.

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. Fee and a time delay. For after hour's lockout please call 651-235-3419 to reach an on- call CTC maintenance person.

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Only adults listed on your lease will be let into your unit. For safety reasons, you may be asked to show your identification, verifying that you do live in the unit. 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.

<http://www.macgray.com/laundry/cs-laundry.cgi?password=CT55108&Action=Pa>

Specific Occupancy Rules

New Resident Orientation

To help you understand your role in the operations of this cooperative, we have a New Resident Orientation. All new residents who want to sustain their membership need to attend one of the first two sessions offered after they have moved into CTC. If a new resident fails to attend, their membership is revoked for one year.

Pet Policy

The contract between CTC and the University of Minnesota prohibits pets with limited exceptions. The exceptions include fish in an aquarium, a small caged bird, weighing less than 500 grams in weight, and an assistance animal. Visiting pets are, also, not allowed. Please remind your visitors that they cannot bring their pets to CTC.

Pest Control Policy

There may be an occasional bug traveling through your unit, but if you have more bugs than what seems to be normal, you need to report it to the Management office.

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 every three weeks. 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.

Cable, Telephones, and Internet Service

Telephone:

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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 repair 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 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 will reimburse you. 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 :

You need to call a provider to have internet service installed 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 the guidelines for satellite installation because their unit's privacy area 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.
- ❖ Satellite dish may only be placed in flower plots or on air-conditioner racks.
- ❖ 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 who installed their equipment before May 21, 2003 are required to register their dish with the office. If the dish is not installed in

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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. Any maintenance service required to fix the toilets, sinks or bathtubs because items have been placed in them 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
Old Two Bedroom Units.....	Behind the panel in the upstairs hall
New Two Bedroom Units.....	Behind the panel in the linen closet
Three Bedroom Units.....	Behind the panel in the bedroom closet

Apartment Storage Boxes Policy

You are provided an exterior storage box to store your personal items. No items are to be stored on top of the box. Storage box doors should be able to be 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.

Storage space is very limited. Please try to keep outdoor toys and equipment picked up and kept in an orderly fashion daily.

Sublet Policy

Yes. You are allowed to sublet your apartment for a limited amount of time and with certain restrictions. All subleases must qualify according to CTC eligibility guidelines and must be approved by the Management office. It is important the management know who is living at CTC. Not informing management is a lease violation and will be cause for eviction

Long term vacation

CTC does not provide house sitting services but If you are going to be gone from your unit for an extended length of time, 30 or more days, and no one is living in the unit, then you need to notify the office and leave a phone number or address of how you can be reached in the case of an emergency. Please shut all windows and turn off all appliances (except Refrigerator).

Visitors and Guest Policy

CTC is your home, and you are encouraged to have visitors and guests while following some guidelines. For these guidelines, a "guest" is defined as a person, including a child, who is not on the lease.

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A person or persons that stay with you for less than 30 days, is considered to be "short term". If the stay is over 5 days, please register guest at the management office so management is aware of guests.

Any person staying or occupying the apartment for a total of 30 days annually is considered to be a long term guest and an additional occupant. A fee of \$40 per guest will be charged per month. Be aware of the \$250.00 fine that will be imposed if you do not register your long-term guests. 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 guidelines for living at CTC.

CTC Newsletter

The Terrace Times is the CTC newsletter. CTC Management staff work with the Terrace Times Committee to publish and deliver the newsletter each month. The Terrace Times is used to communicate all of the CTC official business, announcements, and policy changes. To stay current about CTC, it is your responsibility to take the time to read the Terrace Times. 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. If you wish to use the center, you may obtain a key from the office; residents must register to use the study center each semester.

Ongoing Maintenance and Safety Devices policies

Yearly Inspections

CTC residents are required to maintain certain standards of cleanliness and safety in their apartment. For this reason, all apartments are inspected at least

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once a year. You will be notified of when your unit inspection is scheduled, and the schedule will be posted in the Terrace Times. 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 are requested to clean 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 the resident a fine and charges for additional inspections, requiring the resident to view the cleaning video, or other measures believed appropriate to obtain compliance. Management may, in any circumstances, where an inspection suggests severe housekeeping problems that violate codes, jeopardize health, Safety, 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, maintenance department 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, re-light them, but only after the apartment is thoroughly ventilated and oven and burner controls have been turned to the off position.
- ❖ If all the pilot lights are lit and you can still smell gas, call Xcel Energy at **1-800-895-2999**.
- ❖ After Excel Energy finds the source of the leak and marks it with a red tag, call maintenance and request repair.

Locks and Deadbolts

If you have a safety issue, unit locks may be re-keyed by maintenance staff, or a CTC provider, only. You are not allowed to personally install a lock as all units are required to be keyed to the CTC master system. To have your lock changed, make a work order request to the Management Office.

Fire Extinguishers

Fire extinguishers are checked and recharged yearly. All extinguishers used or non-functioning 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 exchange is member responsibility. Failure to cooperate with Management according to the schedule will result in a fine.

Smoke Detector Devices

For your safety and for others in the complex, each unit is equipped with a smoke detector device. 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 asked 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 unit does not ring, 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 the normal operation of smoke detectors.

Fire Alarms

If the pull-type fire alarm sounds off, there are two possibilities: someone pulled the alarm due to a fire, or someone pulled it by mistake.

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- ❖ **Check the building to see if there is a fire.**
- ❖ **If there is, evacuate the building.**
- ❖ **Call the fire department (911) from another building.** Only the fire department can turn off the pull-type fire alarm.

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. Replacement light bulbs are available from your ward representative.

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.

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 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

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Cooperative, Inc., a resident-owned 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 share of stock, thus becoming a voting member. The cooperative community is divided into 14 wards, each electing one representative to the Board of Directors. The board assumes complete responsibility for the administration and maintenance of the buildings. 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 the policies under which he/she operates. To prevent the board from becoming arbitrary, authority is further dispersed into several standing committees and additional ad-hoc committees as needed.

These committees set and interpret policies on eligibility to live in the cooperative, publish a weekly newspaper, resolve disputes, monitor maintenance quality, educate on crime prevention, develop new projects and provide recreational and educational programs, All meetings are open to participation by all residents. In addition, on major issues of policy, residents are 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.

The services of Commonwealth staff were requested by Como Student Housing, Minneapolis, and College Housing Cooperative, Winnipeg to provide workshops and talks on concerns that the respective cooperatives were facing.

Commonwealth Terrace has not operated for 30 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 populace.

Fee Schedule for 2008-2009

Blind
Replacement.....\$1
0 each

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Rental		
Late Fee.....		\$
50 per month		
Unreported		
Appliances.....		\$250
AC		
Removal.....		
.....		\$75
Transfer		
Fee.....		\$40
0		
Car		Heater
Post.....		\$50/
season		
First Air conditioner.....	\$250 /5 month season....	\$200/ 4
month season		
Second Air Conditioner....	\$150/5 month season...	\$120/4
month season		
Dishwasher/Freezer.....		
.....		\$8 /month
Daytime		Lock
outs.....		\$10
Night	time	lock
outs.....		\$40
Second		Car
Parking.....		\$30/m
onth		
Application		
Fees.....		\$40 non
refundable		
Apartment		Cleaning
Charges.....		\$20/Hour

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Membership Fee.....	\$250
Onetime fee	
Non-member Surcharge.....	\$25/month
Garden Plots.....	\$100/season(\$50.00 refundable if cleaned)
Visitors after 30 days.....	\$40/month
Unreported Visitors.....	\$200
Ticket for parking in others spot.....	\$40
Fine for Junk and Debris in Yard.....	\$20
Dumpster Item Disposal.....	\$150
(garbage/large items left outside dumpster)	

CTC Conciliation And Eligibility Committee Appeal Form

The Conciliation and Eligibility Committee has two functions: 1) to mediate disputes between residents, and 2) grant case-by-case exceptions to CTC regulations and policies to residents. Residents who need a dispute mediated or who seek an exception to regulations should request a hearing with the Committee by completing the following form and returning it to the CTC office.

Case # _____

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Before filling out this form please be sure to pick up and read the brochure “Conciliation and Eligibility Committee Appeals”, which is available in the CTC office.

Please attach your letter of appeal to this for and submit it to the Conciliation /Eligibility committee in the CTC office. In making this appeal, you are automatically giving the office staff permission to give the eligibility committee all information regarding your case.

Student Status: _____ Graduate _____ Undergraduate (Please check appropriate status)

Eligibility appeals (Please check appropriate line):

- ___ Reduced credit load. Number of credits you will carry _____ Quarter _____
- ___ Exemption from Registration (quarter/semester grace) Fall___ Winter _____ Spring _____
- ___ Waiver of occupancy requirement
- ___ Extension of 7 year limit
- ___ Extension of previous eligibility decision
- ___ Visitor Stay
- ___ other (explain) _____

❖ Must be filed before the end of the first week of the quarter/semester for which the exemption or reduced credit load is requested.

Conciliation appeals (Please check appropriate line):

- ___ Waiver of fine/cleaning charge
- ___ Resident to resident dispute
- ___ Other (Explain) _____

Please note, there will be a \$5.00 fee for conciliation appeals. Should the Board find in your favor the \$5.00 will be reimbursed to you.

Name _____ Phone _____

Address _____

Signature _____ Date _____

Appendix A

Management Agreement with CTC and University of Minnesota

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