



**Commonwealth Terrace  
Cooperative**

**Resident Handbook**

# Commonwealth Terrace Cooperative Resident Handbook

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**Management and Maintenance Team**  
**Office: 651-646-7526 Fax: 651-646-3319**  
**[www.umnctc.org](http://www.umnctc.org)**

Hadley Adkins	General Manager	<a href="mailto:hadleya@umnctc.org">hadleya@umnctc.org</a>
Shanea Schmelling	Operations Manager	<a href="mailto:shanea@umnctc.org">shanea@umnctc.org</a>
Sara Krasny	Housing Coordinator	<a href="mailto:housing@umnctc.org">housing@umnctc.org</a>
Pat Larson	Accountant	<a href="mailto:accounts@umnctc.org">accounts@umnctc.org</a>
Kathy Gardner	Office Coordinator	<a href="mailto:ctc@umnctc.org">ctc@umnctc.org</a>
Lindy Wirth	Office Coordinator	<a href="mailto:ctc@umnctc.org">ctc@umnctc.org</a>
Jeff Ciesynski	Facilities Manager	<a href="mailto:jeffc@umnctc.org">jeffc@umnctc.org</a>
Earl Robinson	Maintenance Tech	
Arthur Foix	Maintenance Tech	
Tim Seitz	Maintenance Tech	

## **CTC Business Hours**

**Monday-Thursday – 8:00am-4:30pm (closed 12:00pm-1:00pm)**

**Friday - 9:00am-3:00pm (open 12:00pm-1:00pm)**

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

**After Hours Maintenance Emergency & Lock Out:** (651) 646-7526

**University Police:** (612) 624-COPS (2677)

**Emergency Services (Fire, Medical, Safety):** 911

**BDS Laundry Management:** (651) 688-8000 or [bdslaundry.com](http://bdslaundry.com)

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

**CTC Bylaws, Articles of Incorporation and Management Agreement:** [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

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 an exciting 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, owned by the University of Minnesota and serving student families. 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 can be found on the website, [www.umnctc.org](http://www.umnctc.org).

### Management Team

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

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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 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**

### **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

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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.

## 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.

## Ward Organization

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

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

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

## Ward Representative Position

The position of Ward Rep is a very important role to the community

### The primary functions of the Ward Rep are:

- Welcoming new residents to the community
- Coordinating and facilitating annual clean-ups
- Serving as liaison between CTC Management and ward
- Scheduling and overseeing laundry duty assignments
- Laundry room inspections
- Point of contact for the ward
- Assist in neighborly mediation situations as necessary

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## **Benefits of serving as ward rep:**

- Build leadership, organizational, communication and problem solving skills
- Exempt from laundry cleaning duty
- Gain familiarity with cooperative operations
- Build lasting friendships

## **Filling Ward Representative Vacancies**

Each ward is required to have a standing ward representative. Any ward without a representative is subject to a service fee per unit on a monthly basis until the position has been filled. A ward rep choosing to step out of the position is responsible for finding a replacement to fill the position. A replacement request can be done ward wide via email, laundry room posting or organized meeting to announce the opening of the position. The position can be filled on a first come first serve basis or a general election can be held to officially elect a representative. Once the new ward representative is chosen, the outgoing rep will orientate the new rep of duties, supply all ward related materials/documents and notify the CTC Office of the change of position.

## **Ward Meetings and Budget**

**Meetings**-Each ward must meet at least bi-annually at the spring and fall clean-ups. A notice of meeting time and location within the ward is to be announced at least one-day prior to the scheduled clean-up date. Attendance sheets are required to be signed by one member of each household to be accountable for required membership fulfillment. Fines will be assessed to all households who do not attend the required meeting.

**Budget**-Specific ward funds are allocated from the CTC Operating budget. Each ward is allocated a budget amount for annual clean-up meetings, and announced prior to each clean-up. Additional budget funds for ward related events and/or materials are authorized on an annual basis.

## **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**

This is a **mandatory meeting** for all new residents to learn how the co-op works, policies and procedures and to orientate residents of their role in the operations of the cooperative. **ALL** new residents must attend ONE session **within 2 months** of moving in. 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, typically 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

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**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, CTC website and bulletin board postings, at least one month before the meeting. An annual report will be produced at the same time. This is a **member required** participatory event. Fines will be assessed to all households who do not attend the required meeting.

**As a resident 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.**

**PLEASE be mindful of the following conservation methods:**

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 causing leaks 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 Clean-up

Spring and fall clean-up is a time when members get together in their wards and clean up the CTC neighborhood and grounds which saves CTC a lot of money. It is a time to get to know your neighbors and share time with new families. Participation is a **requirement** of CTC members (non-members are welcome to join). Commonly snacks and beverages are served during community announcements and clean-up instructions. The dates of clean-up are scheduled seasonally based on weather. Fines will be assessed to all households who do not attend the required meeting.

### 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). 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 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 entire week (on average at least twice per week) and restocking

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cleaning supplies. All laundry room cleaning supplies are available at the CTC Office and need to be replaced when empty.

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 inspected by Ward Rep weekly and 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.

### Eligibility & Priority Status

*Eligibility to reside in CTC Housing shall be determined by the University in consultation with the Co-op. Eligibility will be limited to those persons listed below in the following priority order:*

- a. Actively enrolled graduate or undergraduate students with families
- b. Single graduate or undergraduate students
- c. Professionals in Training with families
- d. Single Professionals in Training

### Definitions:

"with families" means individuals who can provide the required documentation of being married or being in a domestic partnership, or of having at least fifty percent (50%) physical custody of one or more minor children.

### "Professionals in Training" means:

(9516) M.D. Student Project Assistant  
(9535) Professional Program Assistant  
(9538) Legal Project Assistant (w/ Tuition Benefit)  
(9539) Legal Project Assistant (w/o Tuition Benefit)  
(9540) Pharmacy Associate  
(9541) Veterinary Intern  
(9545) Pre Doctoral Assistant  
(9546) Postdoctoral Associate  
(9548) Veterinary Medical Resident  
(9549) Veterinary Medical Resident-Grad Program

(9552) Dental Fellow Teaching Specialist  
(9552CR) Chief Dental Fellow Specialist  
(9553) Dental Fellow  
(9553CR) Chief Dental Fellow  
(9554) Medical Fellow -Graduate Program  
(9555) Medical Fellow  
(9556) Medical Resident  
(9556CR) Chief Medical Resident  
(9557) Psychology Fellow  
(9558) Psychology Fellow Specialist  
(9559) Medical Resident -Graduate Program

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## Academic Eligibility

CTC provides housing exclusively to students of the University of Minnesota. To be/remain eligible to live at CTC at least one household member must be a 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 status below.

Credits per semester:	9 for undergraduate level
	1 for graduate level
	Thesis status
	1 for PHD level

CTC residents are required to maintain eligibility status with the University of Minnesota. 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**, you must inform the Management Office. **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 adults with 1 child under 12 months of age may stay in a one bedroom as they transition to a two bedroom.
- ❖ Two bedroom: minimum 2; maximum 4 persons, but no more than 2 adults\*
- ❖ Three bedroom: minimum 3; maximum 5 persons, but no more than 2 adults\*
  - Must have 2 children to be eligible for a three bedroom.

\* This is to maximize the opportunities for providing housing for families.

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## Residency Restrictions

Individual resident eligibility to live in University of Minnesota-owned family housing is limited to a collective total of **7 years**. Exceptions to this policy must be approved by University. Individual residents 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** 1). *If the expiration limit occurs in the middle of a semester* 2). *There is a documented illness an extension may be granted* 3). *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

Violation of your lease; including **non-payment of rent** may result in termination of your lease and notice to vacate and/or a court filed eviction, will be issued by CTC.

*If an applicant applies to CTC who has previously lived or stayed at CTC, either as a lease holder or a guest, management has the right to 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.

## 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.

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## 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 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 prospective 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 your 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; some exceptions are as follows:

- ❖ 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 residents may occur during the notice period without prior prearrangements or less than 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.

## 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

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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 Board of Directors to initiate review of an ad hoc Conciliation Committee process. The Board nor ad hoc Conciliation Committee will hear complaints about fines, fees or eligibility. CTC [Bylaws](#) are available online for review.

If the problem is not solved with this process, you may contact the Office of Student Conflict Resolution [www.sos.umn.edu](http://www.sos.umn.edu) look for the “Problem Statement Form” and follow directions for submission.

### Community Quiet Hours

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 7:00am**. If conflicts arise during those hours call 911 for immediate assistance.

### Appealing Fees, Fines and Eviction

Any resident or management can request a hearing before the University of Minnesota, Office for Student Conflict Resolution [www.sos.umn.edu](http://www.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 [www.sos.umn.edu](http://www.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 (1<sup>st</sup>) day of the month, with a grace period through the 5<sup>th</sup> 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**.

**Rent payment** can be made in the form of personal check, cashier’s check, money order, credit card (service charges apply), or bank direct payment. **Cash is not accepted.** Be sure your address is on your payment for accounting purposes. Payments are made payable to Commonwealth Terrace Cooperative. Rental payments can be mailed to the **Management Office**, dropped off in the Management office during office hours, placed in the **drop box** directly outside the Office entrance or in the rear door to the west of the community center building.

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**Non-payment of Rent:** If full rental payment is not paid at the close of business on the 10<sup>th</sup> of the month a hold will be placed on your University of MN account. Failure to pay rent, or any other fee or charge on time, Agent has the right to pursue all available legal remedies including termination of Lease and eviction. Past due balances may also be submitted to **collections**. Failure to contact management to secure an extension, or make the rent payment agreements as promised, may result in **membership suspension**, a notice to terminate your lease and/or eviction.

**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 **request a rent extension**. Each household has three rent extensions that they can use during the fiscal year (July 1-June 30th). 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 meet with the accountant to see **if you are eligible** for extension or payment plan arrangements.

### Surplus of 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

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

### Vacating Notice

Once you plan to move out of CTC, you must properly notify Management. Inform CTC Office with as much advance notice with required minimum if 60 days.

### Vacate Procedures:

- The official **Intent to Vacate notice** must be in writing and dated **at least 60 days** in advance of the day you intend to vacate.
- **Complete** Intent to Vacate form in the Office or online [umnctc.org](http://umnctc.org).
- The form **must be signed** by a lease holder.
- A **Maintenance Review** of your unit will take place roughly 45 days prior to vacate date.
- Your final inspection will be done after all keys are turned in to office staff. If you request to be present for the **final move out inspection**, a **request** to be present must be submitted **2 weeks** in advance via email to [jeffc@umnctc.org](mailto:jeffc@umnctc.org).
- The unit must be vacated on **the day indicated** on the vacate form.

### Move Out Guidelines

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

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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 you have vacated to ensure that it has been cleaned and is left in good repair. Instructions for move out inspections will be sent electronically and available on the CTC [website](#). Once you submit your written move out notice, you will receive an email confirmation with the scheduled Maintenance Review date. Be sure to use the [Move-out cleaning check list](#) as a reference guide.

### Cleaning Guidelines

Throughout your tenancy and at move-out, it is suggested that you use **nonabrasive** cleaning materials and products. Provided is a list of suggested cleaning products and their purpose (it is **IMPORTANT** not to use nonabrasive cleaning materials and products): **Soft Scrub**-for tile and shower mildew/scum **Tilex**-for mold removal **409 Cleaner** or **Mr. Clean**-all-purpose cleaning including, floors, walls, appliances, and tough grease areas (*Dawn Dish Soap works well for grease/grime*) **Easy off**-oven cleaner (for **internal** oven use **ONLY**). A variety of floor cleaners can often be used on tile and other surface areas (be sure to **read the labels**). There are "**green**" **Eco-friendly** products that work on all surface areas (do research if that is your desire). For every surface in your apartment, there is a cleaner that can restore the surface. Any questions, contact Management.

### BEFORE YOU LEAVE THE APARTMENT BE SURE OF THE FOLLOWING

- **Electricity is NOT shut off at the circuit breaker (Do NOT shut the electricity off at the breaker)**
- **DO NOT shut the refrigerator off (leave plugged in and ON)**
- **ALL windows are CLOSED and LOCKED (DO NOT leave windows open)**
- **Window BLINDS are DOWN (close ALL window blinds)**
- **NO water leaks (CHECK all faucets are CLEAR of leaks/drips)**
- **LIGHT switches off (save energy TURN off the lights in each ROOM)**
- **DOORS are LOCKED (be sure all doors are locked and secure)**

**STOVE/OVEN:** The floor under/around, walls behind, oven/broiler (**INSIDE**), burners, under burners, underside of top, stove top, under knobs, sides, and back must be clean (**free of grease, black carbonized grease, and food particles**). Gas stoves are connected with a flexible gas line so they can be pulled out to clean behind and under (**CONTACT Maintenance to SHUT OFF gas BEFORE cleaning**)

**Suggested cleaning products/tools**-(Exterior) 409/Mr. Clean/Dawn Dish Soap cleaner/degreaser (**INSIDE** oven **ONLY**-Easy-off oven cleaner-**IMPORTANT: gas and/or power MUST be shut off BEFORE using oven cleaner**)

**REFRIGERATOR:** interior/exterior, floor area around and behind. Pull frig out to clean back free of dust and floor area under/behind. Remove all food from the refrigerator. If needed, defrost and remove ice from the freezer (Use **nonabrasive** materials to **avoid** damaging surface & seals)

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***Suggested cleaning products/tools***-Hot water and mild detergent/Dawn Dish Soap; use vacuum hose to remove dust from back of frig grate and floor area

**WINDOWS:** must be clean, inside and out including frames and sills (cleaning exterior glass panes (**Double Hung**): open window 1" simultaneously slide the two small latches on each side of top pane inward and carefully pull window pane towards you; hold panel while cleaning (**DO NOT** let go of window pane or allow to drop more than 90 degrees from vertical position). Close panel gently by sliding latches inward and carefully place pane back into window track and release latches. (**Sliding windows**): slide window pane open; carefully lift pane upward (holding each side pane midway), then gently pull pane off track towards you and remove from window track. Place pane in upper track while gently pushing up and sliding bottom portion in lower window track, be sure window properly slides. **Contact Maintenance for any assistance**  
***Suggested cleaning products/tools***-Windex glass cleaner; paper towels

**BATHROOM:** walls, ceiling, toilet (inside and out), bathtub, bathtub wall, sink, fan (cover and inside), and floor must be clean (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.

***Suggested cleaning products/tools***-Soft Scrub, Tilex, 409 Cleaner/Mr. Clean, Windex, toilet bowl cleaner (read labels for specific use); use nonabrasive sponges and cleaners

**CABINETS & CLOSETS:** inside and out, floors, doors/walls all must be clean

***Suggested cleaning products/tools***-(Kitchen cabinets (metal) warm water and mild detergent/Dawn Dish Soap (wood) Murphy's Soap with warm water); use vacuum for closets

**RADIATORS/HEATER COVERS:** must be free of dust/dirt and cleaned underneath

***Suggested cleaning products/tools***- use vacuum with hose to remove dust or hand duster or broom; use warm water and mild detergent/Dawn Dish Soap or 409 Cleaner to remove dirt from covers

**LIGHT FIXTURES:** Covers, globes, switch/outlet plates, must be clean. Track lights need to be free of grease/dust (use **nonabrasive** materials to **avoid** damaging surface fixtures)

***Suggested cleaning products/tools***- use vacuum with hose or hand duster to remove dust; warm water and mild detergent/Dawn Dish Soap; soft sponge or towel to remove dirt/grease

**YARD AREA/FLOWER BED:** front/back area must be **free of debris** and personal items

***Suggested cleaning products/tools***- garden rake or hoe (can be checked out at Office)

**STORAGE BOX:** must be **emptied** of personal items and **cleaned** out. **Remove pad lock**

***Suggested cleaning products/tools***- broom

**PERSONAL ITEMS:** all personal belongings must be out of the apartment and storage box before returning apartment keys. Items left in the unit at time of move-out inspection, will be charged removal and storage fees.

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**LOCK DOORS:** lock and secure all doors and windows before leaving apartment.

**REPLACEMENT COSTS:** All **items** that were in the apartment when you moved in **must be there** when you move out, or you will be charged replacement costs. These include, but are not limited to: toilet paper holder, towel racks, medicine cabinet, shower rod, mini-blinds, all light bulbs, broiler rack and pan, refrigerator shelves, sink stopper and strainer, fire extinguisher, screens and keys.

### Maintenance Vacate Charges

**If you fail to clean your apartment**, leave your apartment in disrepair, or neglect to turn in your keys at the time of move out, **you will be charged**; for cleaning and repairs to have the unit restored to rentable condition and key replacement costs. Charges are based on the **condition** of the apartment and the **amount of time** it takes to restore to an acceptable condition along with any applicable **moving** and **storage** costs of personal items left behind. **State law mandates** that abandoned property, other than junk and debris, be stored for twenty-eight days under law. You will be charged for all costs to move and store items you leave behind.

### Security Deposit

The balance of your deposit, plus interest calculated as required by law, minus any applicable charges (*cleaning, damages or past due balances*), 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 to leave your forwarding address for purposes of security deposit return and any other necessary correspondence.

### Security Deposit Return

Security deposits are automatically processed and mailed via US Postal Service to the forwarding address provided on the Vacate form. The check will be payable to the name or names of the current lease holder(s).

**Alternative** deposit return methods **can be requested** prior to move-out:

- Direct bank deposit (**a valid bank deposit slip with routing and account number is required**)
- Have deposit sent to an **alternative mailing address** (you must provide address)
- Have **check payable to another person** in care of you (you must provide name of individual)
- Have **another person pick-up** the security deposit on your behalf (you must submit a written request including the name, and address of person picking up the check; the person picking up the check must show identification to receive the deposit check).

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## 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 determine that **personal property** cannot be left in common area hallways of one bedroom buildings. 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 (this includes two bedroom and three bedroom unit staircases)**. Failure to comply will result in fines and potential eviction. Recreational equipment (bikes, riding toys, rollerblades, and strollers) must be **removed from sidewalks** when not in use. Remind your children to be courteous of others when riding or playing on the sidewalks.

### Smoke-Free Living Environment

**CTC is a smoke-free living environment.** There is **NO** smoking of any substance allowed on the complex. Resident and Resident's guests are to refrain from smoking any substance or using or inhaling from any device, e-cigarette, or "vaping" that simulates smoking in the Apartment or anywhere in or on the Complex (including while in vehicles or Complex grounds) and to report to Agent any violation of the no smoking policy. This policy is in effect for all residents and their visitors, and guests. If you or your guests violate the policy; a first and final warning with a \$50 violation fine will be assessed. Second violation is automatic eviction.

### Firearms and Weapons

**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 Safety

**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 and flashlight on hand. 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 Units:** Seek shelter in closet under the staircase

**1- Bedroom Units:** 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

As CTC is a family community, there may be 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

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## Commonwealth Terrace Cooperative Resident Handbook

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**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

All vehicles must be properly registered with valid parking permits. Please follow the guidelines for parking at CTC and inform your guests where they can park. Resident vehicle first car parking will be open on a first come first serve basis in areas not designated for **Visitor or Second car**. Resident parking spaces are non-transferable. **Resident parking tags** allow you to park in **designated parking spaces with proper tag identification only**. Fines will be imposed for not following these guidelines and vehicles in violation may be immobilized and/or towed. If you have a vehicle at CTC, you must **register your vehicle** with the Management Office. Valid resident parking permits must be properly displayed when parked on property at all times.

#### Additional Car Parking Assignment

If you have more than one car, the second car will be accommodated with a registered specified parking tag for parking in designated second car area locations throughout property. **Second car parking** is \$30.00/month and must be registered with the Management office. A second car parking tag will be issued at time of registration. **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) are subject to tow and/or immobilized.

#### Visitor Parking

Visitor parking is **scarce** and is not to be **used for** anything other than **guests** visiting short term. Violation of parking rules will result in fines, immobilization and/or towing.

Parking rules are **strictly enforced** and **MUST** be followed:

- **Only one visitor parking permit** is allowed per household **per month** (roommate status households are allowed one permit each). Daily parking permits are available.
- Visitor parking is **ONLY** for guests who are visiting; it is not to be used to store a friend's car while away or to attend campus.
- **Overnight parking**; guest must be **on property** staying overnight in home of resident
- Visitor parking spots must be within close proximity (average two blocks) of the home that is responsible for the permit.

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- **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.
- Guest vehicles remaining **longer than 5 days**, must register at the management office.
- **After 30 days**, additional car parking fee of **\$30 per month** is required and a second car parking spot will be assigned.
- **Guest parking spots are for guests only.** Temporary visitor permits are **not for resident use** as a convenience while visiting other CTC residents or any other reason. Valid visitor **permit** is required to be **clearly visible in the vehicle.**
- Guests are **not allowed** to park in **resident assigned parking spots.** Only in guest spots.
- **Visitor parking permits** are issued to **current residents ONLY** for their guests.
- **Any vehicle** with visitor permit **parked** on property **illegally** for use to attend University campus or off premises is **NOT** considered a visitor and will be **immediately towed.**
- **VISITOR PARKING PERMITS ARE AVAILABLE AT THE MANAGEMENT OFFICE**
- **Falsification** of visitor passes will result in **immediate towing**, fines, lease violation/eviction.
- Any resident in violation of visitor parking permit use and policy is subject to all applicable fine/fees and lease termination.
- **Residents are responsible for guests'** use of visitor parking permits; giving a visitor permit for the use to park on property to attend campus or off premises is strictly prohibited.
- Visitor parking is allowed **ONLY** in designated visitor parking spaces.
- Parking along yellow painted curbs or other restricted areas is subject to fines, immobilization and/or towing.

### ***Visitor Parking permits are NOT to be used for the following purposes:***

- ❖ Storing a friend's car while out of town
- ❖ Attend classes/work at the University or off CTC premises
- ❖ Using visitor permit to park second vehicle in visitor parking areas
- ❖ Residents with valid parking tag using a Visitor permit to park in *Visitor Parking* areas

### **Towing and Immobilization Enforcement**

**"The Boot"** is a tire vehicle immobilization device used as an additional parking enforcement method by Management. This enforcement method will be used on vehicles in violation of parking regulations, rather than towing, in applicable incidences. This will save time and large expense. Parking violation fines are the responsibility of the vehicle owner and/or resident.

### **Towing**

Parking is monitored and enforced. Any unauthorized vehicles not parked in accordance with these policies will be ticketed, immobilized and/or towed. The Parking and Towing Policies are enforced by Management and Ward Representatives. If you do not follow the policies, you will receive fines that you are responsible to pay. If your car is towed, it will be removed from CTC property and placed in an impound lot of the towing contractor. You are responsible to pay the

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towing company a fee, up to \$300 to have your car released. CTC is not responsible for fees/fine.

**Towing guidelines and procedures**-Vehicles are subject to fines and/or towing if:

- ❖ Cars do not have valid visitor permits posted visibly parked in visitor parking
- ❖ Cars do not have current or proper permit identification
- ❖ Cars not parked in applicable designated parking areas
- ❖ Cars parked along the fire lanes (parking is not permitted at any time)

### **Parking Towing Enforcement**

Management and Ward Reps are responsible for enforcement of parking rules and towing.

- ❖ Residents or staff may report improperly parked cars
- ❖ Parking violations are reported to the office during office hour
- ❖ After hours, parking violations are reported to Ward Rep (have authority to tow)
- ❖ Reports will be verified by staff or Ward reps
- ❖ The General Manager, appointed staff or Ward Rep have the authority to tow
- ❖ Parking in handicap space without state issued plates/place card subject to tow

*Towing reports will be completed by the authorized person, during 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 required to move your car** off CTC property. Announcement of snow emergency schedule, date, and times will be sent by *E-mail notification, posted on CTC website and in the Terrace Times*. All resident and guest vehicles are required to be moved during snow emergency; any remaining vehicles are subject to tow. It is highly suggested vehicles **keys are given to a trusted friend/neighbor when traveling or away during winter months**; so your car may be moved as required.

## Grounds

### **Garbage & Recycling**

There are large garbage (**BLACK Lid**) dumpsters throughout 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 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.

### **Large & Recyclable Items**

**Large furniture** items (*couch/mattresses/desks/dressers etc.*) **MUST** be placed **INSIDE** the **GARBAGE** bin and **CANNOT** be placed beside dumpsters. If you wish to donate items you are responsible to bring all items to donation centers. Please refer to move out resources on CTC [website](#) or visit CTC's [Green living](#) for environmental resources. A **\$150.00 fine** is imposed to

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resident household **dumping** furniture, large, or unauthorized items **next to dumpsters**. If you have **questions** about disposing of large or special items **contact** Management **office**.

**Recycling electronics** items that could contain environment/hazards (like T.V.'s, computers, batteries etc.) Maintenance will recycle your unwanted electronic items for a **\$25 recycling fee**. Simply request a recycling work order at the front desk. Other electronic recycling resources can be found on CTC's [Green living](#) environmental resources page or on CTC [website](#).

Recycling (**ORANGE Lid**) bins are in the same areas as the dumpsters. **Recycling is highly recommended**. Materials that can all be combined and recycled together include: *newspaper, plastic, and aluminum cans corrugated cardboard*. Flatten all boxes so they do not take up space that can be used by others. All residents are encouraged to recycle what is allowed.

### **Imposed Fines (garbage/recycling):**

- Placement of **garbage** in the recycling containers **\$150 fine**
- Failure to place garbage **INSIDE** the dumpster (leaving it outside/beside bin) **\$150 fine**
- Leaving large **furniture** items beside dumpsters **\$150 fine**
- Leaving **electronic** items beside dumpsters **\$150 fine**

*The small garbage receptacles located at the playground areas are **not for household garbage**. These garbage cans are for the incidental trash while being outside.*

### **Gardening**

You are welcome to plant gardens in areas as designated and specified 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 plant material.

### **Flower Gardens**

**Flowers only** (no vegetables) may be planted in the three foot space **next to apartment** entry doors. Potted flower planter(s) placed in garden bed are allowed. Residents are responsible for maintaining all plants. If flowers are not planted, residents must remove and maintain a weed free area. No vegetables may be planted near apartment buildings in the garden areas next to apartment or in flower pots. For the purpose of safety visibility, building structure maintenance and attracting animal wildlife (raccoons, rabbits, mice etc.) vegetable gardening is prohibited in flower gardens.

### **Vegetable Garden Plots**

There are **5 vegetable** garden **sites** with roughly **48 plots** located throughout property. The designated vegetable plots are available for annual gardening with a nominal fee and deposit. The annual fee for garden plots support the costs of maintaining the garden sites before and after growing seasons. Garden plots are selected annually in spring (weather determinant) based on a lottery assignment. Maps of the site locations are available at the office.

## Maintenance Guidelines

### Maintenance & Repairs

**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 24 hours for emergencies.

- ❖ **For emergency maintenance (24/7)** call CTC office (651) 646-7526; and follow the voice prompts. A live operator will dispatch the on-call maintenance tech to resolve your maintenance emergency 24 hours.
- ❖ 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.
- ❖ Notify 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.
- ❖ Contact Laundry vendor directly for all laundry machine problems.
- ❖ 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 to keep free of snow and remove or treat ice. Fines will be levied if snow and ice become a hazard.
- ❖ **Fire extinguishers** must be **updated annually** during the scheduled exchange (typically February). Scheduled dates of the Fire Extinguisher exchange are announced. **Failure to update** extinguisher will result in **\$20 replacement charge**.

**Report all maintenance problems immediately.** When maintenance services such as plumbing or minor electrical repairs are needed, contact management **(651) 646-7526 or [ctc@umnctc.org](mailto:ctc@umnctc.org)** 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 and maybe you, 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.

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**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 blinds, water damages due to unreported leaks or carelessness, mold removal due to excessive moisture, frozen pipes due to open windows in winter months etc.* If you have questions of what you may receive a charge for, talk with the facilities 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 in the incidences of *no heat; no electricity; plumbing leak that requires the water to be shut off; broken lock; broken plumbing fixture; refrigerator has stopped running; etc.* (list is not exhaustive) if action is not taken at once. For non-emergency maintenance, please wait until the next business day to request service. **For emergency service (24 hours)** call the office **(651) 646-7526** for maintenance emergency service.

Maintenance staff works 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 is not on the property. It may take up to one hour before the on-call person can 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.

**Requesting Work Orders** work order requests can be submitted in the following ways:

- At the Management Office **Front Desk**
- Call Management Office **(651) 646-7526**
- Send Email [ctc@umnctc.org](mailto:ctc@umnctc.org)
- **Online** [Work Order](http://www.umnctc.org) request via CTC website [www.umnctc.org](http://www.umnctc.org)

When submitting work order requests, you will be asked for your *name, address, the nature of the repair, and permission to enter* your unit if you are not home. In any case, 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**

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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.

**Typically** 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.

### **AIR CONDITIONERS:**

You may use up to **three (3)** air conditioners in your apartment. An **energy fee** is charged for the use of **each air conditioner** and must be registered with the Management Office prior to installation of any air conditioner. A **\$250.00 fee** will be charged for **unreported air conditioners**. Due to the expense of utilities, air conditioner fees will be set annually. Air conditioners are purchased, owned and maintained by you the resident.

### **AIR CONDITIONER SLEEVES (PHASE IV):**

The phase IV apartment building style have sleeves cut into the wall to allow for use of an air conditioner. The inside portion of the air conditioner sleeve has an insulated cover that must be kept on when not in cooling season or use.

**The covers are the responsibility of occupant to maintain.** It is property of CTC. Any damage or misplacement of the cover will result in replacement costs to the resident account. Be sure to store it safely when removing for cooling season.

### **Air Conditioner Installation and Usage Procedures:**

- You **MUST** register your A/C with the Office **BEFORE** you install it
- Once you install your A/C it is **registered for the entire summer season**
- Monthly A/C usage charges are set annually and posted on the **Fee schedule** and announced
- A/C usage charges are **calculated on a prorate basis**
- You are responsible for **installing/removing your own A/C** (helpful [install instructions](#))
- If you choose to remove A/C mid-season and wish to re-install it during the same summer; a **\$20 re-registration fee** will be applied in addition to the prorated monthly usage charge
- **Stop usage** charges, you **MUST** remove A/C unit from window and officially unregister your A/C with the Office (*please return ID sticker*)
- Request of Maintenance Team to install and/or remove will be charged **\$40 fee** per A/C unit/each install or removal.

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## Additional Appliances

*Heat, electricity, water, garbage removal, and television cable* are CTC operating costs, and are **factored into your rent payment**. The stove and refrigerator are included in the rent.

Additional appliances/equipment such as, but not limited to *dishwasher, freezer, refrigerator of any size, air conditioner, electric water cooler*; require registration and additional monthly energy usage charges. The installation and use of additional appliances **must be registered at the Management office**, prior to installation, and use.

**Failure to register** or follow the additional appliance guidelines **will result in a \$250.00 fine** and/or lease infraction with possible lease termination. All back-usage **energy charges** will be applied to resident account for all days unregistered. Resident will be responsible for all fines and fees. Contact Management with any questions about additional appliances prior to installation.

**Space heaters are not permitted.** 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.

## Washer/Dryer Policy

**Washing Machines and Dryers are not allowed in the units as they cause excess moisture and major damage to units when leaks occur.** Having individual portable washer/dryer units is also a violation of the laundry service contract with our vendor BDS Laundry. Based on our laundry vendor service agreement, water/moisture damage, safety and noise, laundry equipment **(washer/dryer units) may not be used or stored in any CTC unit.**

## Temperature Control

A major heating system replacement took place in 2013 with all new boilers (with exception to the one-bedroom buildings), pipelines and fin tube radiation systems providing temperature control valves (thermostats) for individualized temperature control. Each apartment now has the ability to adjust temperatures to a more comfortable range. If you are experiencing heating related issues, Maintenance Team will work to provide you with the expected comfortable temperatures within the standard guidelines (68-72 degrees F) for your unit.

If you are experiencing heating problems, please check these things in your unit, before calling the Management office.

- ❖ **ALL windows and storm doors ARE 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 F**. 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, notify the Office*).
- ❖ The **normal temperature** that is maintained in the unit is between 68 and 72 degrees F.

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- ❖ The **radiator** should be cleaned **free of dust or other obstructions** (*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 F) contact the office to request a Maintenance Tech check your unit.

**After Hours Heating Issues Call** management office (651) 646-7526 and follow the voice prompts to speak to a live operator. The call center will dispatch a Maintenance Tech.

**Open windows during heating season hazardous-** Leaving windows open in the cold months in Minnesota wastes utilities and is neglect. This can freeze 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. Windows neglectfully left open during winter months is imposed with \$75 fine.

### Excessive Moisture

The **standard humidity level** should read at or **below 45%**. If the reading in your apartment higher, it is too high. If your unit does not have a Hygro-thermometer in the living room area, notify Management. 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 bathing, or when possible, open a window to draw the exhaust out. Open blinds and drapes and allow the window areas to dry out daily. Mold can grow quickly if neglected and unreported, causing structural damages and will become the responsibility of the resident for all damage remediation charges. Always wipe up and remove standing water on surface areas such as window sills and counters.

### Transfer Policy

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 and considered in order of date of requested.

Management has the right to determine transfer eligibility based on household size, waiting list priority, current household account status (rent payment history, lease infractions or annual inspections/unit condition).

Transferring is costly to do the required maintenance to the unit to prepare for the new resident. **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** which also is costly. A 60-day written notice on the unit from which you will be transferring is required. **Management is not responsible for plan coordination of transferring.**

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When Management requires a household transfer based on occupancy; a transfer fee is generally not required. Examples of this **may include but not limited to:** your occupancy requirements are **exceeded and 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.

Any household change (**increase or decrease**) in size impacting occupancy requirements, are required to be reported to the Housing Coordinator for eligibility status review. A required transfer to applicable unit size may be required. There are occupancy standards that must be followed. It is your responsibility to report changes and any unreported status change in your household composition; it may result in a lease infraction and/or termination. Management will work with you to try and make the transfer as convenient as is possible.

### Keys & Lockouts

**Keys:** Each household is given two apartment keys at move-in. Additional keys can be requested at a per key fee charge.

### Lockouts:

Only current leaseholders will be granted keyed access in the event of lockout. For safety and verification purposes, you will be asked to show 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.

If you are locked out of your apartment, the following lockout charges will apply. Lock out fees will be charged to resident account. A Maintenance Tech will meet at your apartment to unlock the door. After hours, weekends or holiday call Management office (651) 646-7526 for a Maintenance Tech to be dispatched out to property; there will be travel time delay.

- During Office Hours-**\$10.00**
- After Office Hours (Weekends/Holidays)-**\$40.00**

### Laundry Equipment Repair

CTC does not own the washers and dryers. Should a washer or dryer **need to be repaired**, email [ctc@umnctc.org](mailto:ctc@umnctc.org) or [online](http://online.umnctc.org) (umnctc.org) select Laundry Repair. When reporting repair issues provide the building number and machine tag number

## Specific Occupancy Rules

### Pet Policy

#### Commonwealth Terrace Cooperative Pet/Animal 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 spayed or neutered. Veterinary documentation of this must be provided and attached to this form.
- 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 or other Disability Assistance 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 sign and follow all other provisions of this Agreement, including providing veterinary documentation of spraying or neutering and 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/animal based on history of breach of lease or any noncompliant prior pet or animal ownership or for any breach of this Pet/Animal Policy. The resident must strictly adhere to all aspects of the CTC Pet/Animal Policy.

- A. The resident must submit the Pet/Animal Policy Agreement Form with available information prior to obtaining an animal or bring the animal to the CTC premises. Bringing a pet/animal, including a visiting animal or pet, into a CTC apartment will be subject to a \$50 a day fine and is a breach of lease subject to immediate lease termination or eviction.
- 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. Animals listed in 1(B), (C), and (D) are not subject to this fee. This is not a damage deposit and does not relieve or excuse any damage caused by a resident's pet/animal. Any damages/charges resulting from pet(s) or animal will be additional expenses and will be the financial responsibility of the resident and are payable on demand by CTC.

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- 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/animals shall be housed inside resident's apartment. Pets/animals are not allowed in hallways, in common areas and may not be kept or brought outdoors unless in an appropriate container, on a leash and under control of resident or a responsible person that is able to control and contain the animal 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.
  - B. Pets/animals will not be left for extended periods of time in any apartment. In the event that a pet/animal is left alone in an apartment for an extended period of time, due to vacation, illness or other cause, and is not being properly cared for, CTC shall attempt to contact the designated animal caregiver named below, the resident, or other emergency contact person for resident to remove the animal. If this is not successful, CTC may notify animal control, the Humane Society, or similar animal rescue group and shall have the right to have the animal removed without liability to the resident. Any costs for removing or caring for 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.
  - C. The resident is responsible at all times for the actions of their pets or any Service/Disability 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/Animal 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. Residents are reminded that other tenants, or their family members and guests, may have allergic reactions to animals or may find animals unwelcome or frightening for personal or religious reasons. Residents that own animals, including animals for a disability, are asked to be respectful of the personal beliefs and sensitivity of neighbors. If there is a breach of this Pet/Animal Policy, the resident may be required to remove the animal or be subject to lease termination or eviction. A failure by resident to remove the animal after notice by CTC will result in a fine of \$50 a day until the animal is removed and/or subject to immediate lease termination and eviction.
  - D. The resident must be present for all routine or requested maintenance work or have pet/animal appropriately caged while CTC staff are working in the apartment. The presence of a pet/animal may not interfere with the routine pest control treatment of apartments.
  - E. Living space where pets/animals are housed will be kept clean, without offensive odor, safe, and free of parasites, including but not limited to, fleas.
- 4) Cats must wear current vaccination and identification tags at all times. Any license required by a local municipality shall be obtained with proof of license provided to CTC.
- 5) Resident shall be fully and solely responsible for disposal of pet/animal waste. Pet/animal owners must place soiled litter in tied plastic bags and dispose of bags in outside garbage bins.

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Litter boxes must be cleaned regularly to prevent odors and litter must never be disposed of in any toilet or other CTC plumbing. Any waste from a service or disability dog must be promptly removed and CTC may require residents to take a service/disability dog to a designated area such as an animal relief area. Failure to dispose of pet/animal waste appropriately will result in a fifty dollar (\$50.00) fine per occurrence.

6) If CTC determines that the presence of a pet/animal has damaged the property or constitutes a risk of damage to property, engages in nuisance or disturbance behavior, or constitutes a threat to residents, household members, guests and/or employees, the animal is subject to immediate removal from the community. If the pet/animal 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.

7) Resident shall provide for proper care of the pet/animal on a daily basis. Any complaints of animal noise, odors, illness, or animal condition or neglect may be grounds for CTC to contact the alternate animal care provider to be designated by resident to make arrangements for the animal to be removed from the property and re-housed. If CTC has reason to believe the pet/animal has been abused, or that the animal is left unattended, or is in need of food, water, or veterinary care, this will also be grounds for CTC to contact the alternate care provider or, in CTC's sole discretion, to contact Animal Control, the Humane Society, or similar animal rescue organization to be placed for adoption or removal without further liability for boarding, caring or otherwise providing temporary care of the animal and without liability for having the animal removed. In addition, CTC will be entitled to contact the police, or other authorities, if it appears the pet/animal has been neglected, abused, or treated in an inhumane behavior.

8) Resident agrees to be responsible for any damages or claims brought by any third person as a result of resident's pet/animal's behavior. Resident agrees to indemnify and hold CTC harmless from any claims brought by any person relating to any damage or injury caused by resident's pet/animal. Such indemnity shall include reimbursing CTC for all costs of defense, including reasonable attorneys' fees, and defending any claim naming CTC as a result of resident's pet/animal.

9) This Pet/Animal Policy Agreement extends only to the animal(s) specifically identified below. If the pet/animal named below dies, or resident ceases to own this pet/animal, a new Pet/Animal Policy Agreement Form must be pursued for ownership of a replacement or future pet/animal.

### **Pest Control Policy and Procedures**

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

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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 items 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, Telephone & Internet Service

#### Telephone

Each apartment is wired for plug-in type telephone service. Many units are wired for a second telephone line if desired. For activation of phone service, contact a service provider of your choice. Holes **may not** be drilled into the walls to install new or extension phones/cable. Management is not responsible for any installation or repair charges connected with phone service. Residents are responsible for activation and monthly service charges.

#### Phone service connection problem procedures:

- Contact the telephone service provider to assist in trouble shooting the issue.
- If the phone company finds a wiring problem inside CTC common areas or the building, request the phone company to repair the problem or direct them to the Management Office.
- If you incur repair service charges related to wiring surrounding your unit as structural issues; CTC will reimburse for these charges. Only charges related to common areas or building will be reimbursed.
- Residents are responsible for paying the bill directly to the phone service company in full including applicable charges.
- For reimbursement of repair charges, you will need to submit your paid bill statement to Management office upon receipt of statement of paid services to receive reimbursement.

#### Internet Service

Basic internet service is factored into the monthly rental payment under a bulk account service. For activation of internet service, contact the Comcast/Xfinity Representative.

#### Satellite Dish Policy

Residents may choose to install a satellite dish. Note: 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

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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.

### **Drains – Toilets, Sinks & Bathtub**

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:

<i>One Bedroom Units</i> .....	Behind the panel in the entry closet
<i>Split level Bedroom Units</i> .....	Behind the panel in the upstairs hall
<i>New Two Bedroom Units</i> .....	Behind the panel in the linen closet
<i>Three Bedroom Units</i> .....	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.

### **Storage Boxes & Yard Area 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, lawn chairs, etc. **No flammable or**

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**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.

### **Subletting & Responsibilities**

Subletting policy only permits sublease agreements with **prior written approval** by Management and all sublet eligibility 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. Management needs to know who is living at CTC; failure to obtain written approval of a sublet, and meet subletting requirements, is a lease violation and will be cause for eviction for everyone involved.

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

If you plan to be away from your unit for more than one week, you are requested to provide Management with a contact person if in the event of an emergency situation.

**During extended absences** we suggest the following **procedures prior to departure:**

- Inform Management of your extended absence and give emergency contact information
- Place a temporary hold on mail delivery service or have a reliable friend/neighbor collect mail and check on your unit
- Give friend/neighbor cars keys if leaving vehicle parked on property (in case of snow emergency)
- Get a valid Visitor parking permit for house sitter if necessary
- Request Maintenance to shut off gas to stove (if applicable to your unit)
- Leave refrigerator on and plugged in (**do not shut off circuit breakers**)
- Turn heat down during winter months (heat must be left on to avoid frozen pipes)
- Unplug personal appliances (i.e. computers, toasters, microwave, dishwasher)
- Close and lock all windows and pull blinds
- Secure all apartment doors

Please follow these procedures for safety purposes and to avoid any major damage can be caused to the unit in your absence. If you have any questions about any of these requirements please contact the maintenance manager (651) 646-7526.

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### Visitor & Guest Policy

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 immediate eligible 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.

#### Procedures:

- A person or persons staying *less than 30 days*, is considered to be “*short term.*”
- Any **guest stay over 5 days**, must be **registered** with Management Office
- **Each guest** must be registered
- Guest **vehicle(s) must be registered** and have **valid visitor parking permit**
- Visitor(s) occupying the apartment for a total of **30 days or more** in any 12 month period is considered a “long term” guest
- An additional **occupant fee of \$40 per guest** will be charged **per month**
- Unregistered guests will receive \$250 fine in addition to applicable back charge for fees
- Unauthorized persons in unit is cause for lease termination or eviction
- Occupancy code standards must be in compliance at all times including long term guests
- Residents are responsible for the behavior visitors and liable for any violation of CTC policies
- Inform guests of CTC policies and procedures

### Community Newsletter & Website

The Terrace Times community newsletter is a monthly publication used to communicate all of the **official CTC business, announcements, and policy changes**. The CTC website site ([umnctc.org](http://umnctc.org)) is an additional communication resource for announcements, community calendars and Board of Directors information. Residents are responsible for staying informed as to current community news and information. Electronic mail messages (E-mail) is considered one of the official communication notification methods. If you are interested in submitting information to the newsletters, contact Management.

### Amenities

- ❖ **Community Center:** Management Office, Child Care Center, meeting/party rooms and community kitchen. Room reservations and guidelines for community room use are done through the Management Office.
- ❖ **Child Care Center:** The Community Child Care Center, Inc. leases space to provide child care is offered for children ages 16 months to 5 years old or start of 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 with a key deposit.

## 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, any 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 & 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. If you are uncertain as to lighting the pilot, a maintenance tech will come to demonstrate how to light the pilot.

#### 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 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 (651) 646-7526.

## 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 Management consent. Installing locks on bedroom doors is prohibited. 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 annually by a contracted fire service provider. Used or non-functioning extinguishers will be replaced free of charge. The annual scheduled exchange dates (usually in February) are announced in the Terrace Times and posted on the CTC website. It is the responsibility of all residents (**members and non-members**) to complete the fire extinguisher exchange during the scheduled dates. Fire extinguishers not exchanged during scheduled dates will be assessed an exchange fee. All fire extinguishers must be current and accessible at all times. Failure to comply with the fire extinguisher policies is a lease violation and terms for 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 and a danger for everyone living in the building to tamper with, impede, or otherwise interfere with the normal operation of smoke and carbon monoxide detectors.

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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.

### 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 reporting any light outages to the office for replacement.

### 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 (Maintenance access only)
- ❖ One Bedroom Units (all other Bldgs) 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.

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# Commonwealth Terrace Cooperative Resident Handbook

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## 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 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 informed 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.

## Commonwealth Terrace Cooperative Resident Handbook

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### Fee Schedule 2018-2019

*\*Affective March 1, 2018*

1st Air Conditioner/	\$25
2nd Air Conditioner/Month	\$15
2nd Car Parking/Month	\$30
Additional Appliance (Dishwasher/Freezer)/Month	\$8
Air Conditioner Reinstall (summer season <b>June 1- Sept 15</b> )	\$20
Appliance Install/Removal Service Charge (AC)	\$40
Application Fee	\$40
Blind Replacement	\$14
Burst Pipes (open window negligence)	Repair Costs
Cleaning Charges/Hour	\$30
Fire Extinguisher Replacement Charge	\$20
Garbage/Recycling Negligence (failure to place inside container)	\$65
Garden Plot (\$25 credit with clean plot end of season)	\$50
Incomplete Laundry Room Duty (cleaning/signature)	\$40
Junk and Debris (yard area)	\$30
Key Access Card (Lost or Unreturned)	\$40
Key Replacement Fee	\$10
Late Rent (after 5th day of month)	\$50
Lock Replacement (Mailbox/Apartment)	\$40
Lockout Day (During Office Hours)	\$10
Lockout Night (After Office Hours)	\$40
Membership Fee (One Time)	\$150
Non-member Surcharge/Month	\$50
No-Smoking Policy Violation (final warning, 2nd offense eviction)	\$50
NSF Re-Deposit Charge	\$10
Parking Permit Replacement	\$100
Parking Violation (invalid permit/improper use of permit)	\$40
Qualified Pet Fee (non-refundable)	\$75
Roommate Change Processing Fee (\$75 incomplete change notification)	\$50
Smoke Detector Tampering (disconnect/covering)	\$50
Transfer Fee	\$250
Unregistered Air Conditioner	\$40
Unreported Appliance Fee + prorate charges from inspection date	\$40
Unreported Visitor + prorate charges from inspection date	\$50
Unreturned Xfinity equipment Handling Fee	\$20
Visitor Monthly Fee/Visitor (after 30 day grace period-registration required)	\$40
Windows neglectfully left open in winter	\$45