



# WELCOME HOME!

## **CONTACT INFORMATION**

WEBSITE – [copenhagenenterprises.com](http://copenhagenenterprises.com)

OFFICE EMAIL – [manager@copenet.com](mailto:manager@copenet.com)

OFFICE PHONE – **612-871-2066**

OFFICE FAX – 612-871-2142

OFFICE ADDRESS –

**26 Oak Grove St Apt A2**

**Minneapolis, MN 55403**

OFFICE HOURS – M-Th: 9-5; F: 9-4

**Renter's Insurance:** Your lease agreement requires you to purchase renters insurance to protect your belongings. This can be done online through the tenant portal or separately through the carrier of your choice.

### **Lock and Key Replacement Charges:**

**Building key: \$150 each - Apartment or mailbox key: \$25 each - Lock change: \$75 - After-hours lockout trip: \$100 - LOCKOUT SERVICE IS BASED ON STAFF AVAILABILITY AND IS NOT AVAILABLE 11:00 PM - 8:00 AM - We strongly recommend residents make their own duplicate apartment and mailbox keys.**

**Electricity:** Residents are billed directly by Xcel Energy for electrical service in the apartment. If you have a question about your service, please contact Xcel directly at **800.895.4999** or [xcelenergy.com](http://xcelenergy.com). **Residents are responsible for starting and stopping this service.**

**Gas:** Residents of 3518 Nicollet Avenue are billed directly by CenterPoint Energy for the natural gas service to the stove. Please contact them directly with any questions at **800.245.2377** or [centerpointenergy.com](http://centerpointenergy.com). **Residents are responsible for starting and stopping this service.**

**Trash and Recycling:** Containers are located behind the building and are labeled. **DO NOT** put trash in the recycling container. **DO NOT** put your recycling inside a plastic bag. Complete recycling instructions can be found at [waltersrecycling.com/recycling-services-residential](http://waltersrecycling.com/recycling-services-residential).

**Internet:** Options include [xfinity.com](http://xfinity.com), [centurylink.com](http://centurylink.com) and [usinternet.com](http://usinternet.com). Other options may be available online.

**Laundry:** Most of our laundry machines are serviced by BDS Laundry, an outside vendor. Please contact them directly with any maintenance concerns at **877.841.7700** or at [bdslaundry.com](http://bdslaundry.com). For service requests you will need the machine ID number found on the top left of the washer or dryer in question.

**Air Conditioners:** Both window and portable units are allowed, provided they are supplied by the resident - **management does not provide residents with A/C units**. Correct installation is critical in preventing moisture damage inside the apartment and to units below - residents may be held responsible if such damage results from incorrect A/C installation.

**Packages:** Management does **NOT** recommend having packages delivered directly to your building address or leaving packages in common areas. Management cannot accept or sign for any packages. Residents at all properties may address packages in their name (NOT IN THE NAME OF COPENHAGEN ENTERPRISES) to:

**{YOUR NAME}**  
**26 Oak Grove Street**  
**PACKAGE ROOM**  
**Minneapolis, MN 55403**

The package room is completely self-service and accessible using **intercom dial code 10** during office hours to enter the building. To enter the package room, go to the last door on the right in the lower level and **dial the entry code you have been given, then press the ✓.**

**Code** \_\_\_\_\_

\*\*\*\*For Amazon, UPS, or other deliveries to the package room, **DO NOT** include the above code in your delivery instructions. All delivery drivers have their own codes.\*\*\*\*



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**Maintenance Service Requests:** Work orders must be submitted online via the tenant portal. **PLEASE DO NOT TEXT, EMAIL OR CALL ABOUT WORK ORDERS UNLESS YOU DO NOT HAVE ACCESS TO THE TENANT PORTAL.**

## **AFTER-HOURS EMERGENCY MAINTENANCE:**

If you believe you need emergency maintenance assistance outside of our business hours, please call **612-843-2988**.

**Staff do not answer emergency calls live. It is therefore essential that you LEAVE A DETAILED VOICE MESSAGE when calling this number.**

Staff will listen to your message, determine if a response is needed, and return your call accordingly. If you do not leave a voice message, your call will not be returned. If staff determine that your situation is NOT an emergency, they may enter a work order for the next business day without returning your call. If more information or a response is needed, staff will return your call and assist you. The following three situations are most likely to result in an emergency response outside of business hours: 1) you do not have access to your apartment – charges MAY apply; 2) the heat is off during the heating season; 3) a major water leak is occurring.

If you have a concern regarding the smell of gas in your unit, please call the emergency maintenance number prior to contacting CenterPoint Energy.

**In-Unit Water Shutoffs:** These are located behind each sink and toilet. There are both hot and cold lines (just cold for the toilet) that will shut off with a quarter turn on the metal knob in the event of any water issues.

**Circuit Breakers:** If you trip your breaker, most circuit boxes can be found in the common areas of your building's basement - either along the main hallway or in the laundry room. At 1706 Stevens, 629 E 15<sup>th</sup> and 507 E 14<sup>th</sup> they can be found in the apartment. Please contact us if you need assistance locating these, or if you believe there is a separate issue causing a loss of power.

**Street Parking and Snow Emergency:** For information on Minneapolis Critical Parking permits visit: <https://permit.us.flowbird.io/permitcustomerportal/minneapolis> or call **612.673.3000**. For information on snow emergency parking rules visit: <https://www.minneapolismn.gov/getting-around/snow/snow-emergencies/> or download the Minneapolis Snow Emergency app for Apple or Android phones.

**Off-Street Parking:** Driveways and parking areas on Copenhagen property are monitored around the clock by Cedar Towing. **Vehicles without a parking permit may be towed without further notice.** The following are options for renting off-street parking separately from your apartment: Oak Grove Downtown - 612.871.3313; Loring Garage – 612.338.2643; Mint Properties - 612.374.3339; Abbott Apartments - 612.338.5588; Limited Ameriprise Parking – 612.332.0391

## **Neighborhood/Community Organizations:**

**Citizens For a Loring Park Community:** For our Loring Park residents, learn more about the community at [loringpark.org](http://loringpark.org).

**Steven Square Community Organization:** For our Stevens Square residents, learn more about the community at [stevenssquare.org](http://stevenssquare.org).

**Whittier Alliance:** For our Whittier residents, learn more about the community at [whittieralliance.org](http://whittieralliance.org).

**Lyndale Neighborhood Association:** For our Lyndale Neighborhood residents, learn more about the community at [lyndale.org](http://lyndale.org).