

Northern Management Resident Handbook

Welcome to Your New Home

We're committed to making your living experience comfortable, safe, and enjoyable. This handbook outlines key policies, procedures, and resident responsibilities designed to protect your rights, maintain community standards, and ensure a positive environment for everyone.

Resident Support & Office Hours

- **Resident Manager Hours:** Posted on the office door or window. Appointments are encouraged.
 - **Emergencies:** Contact your Resident Manager directly. If unavailable, reach out to Northern Management. Emergencies include no heat/electricity, sewer backups, fire, or property vandalism.
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Maintenance Requests

Submit through:

- **Tenant Portal** — www.nomgmt.com → Residents Tab
 - **Phone** — Contact your Resident Manager or Northern Management directly.
 - Residents will be billed for damage caused by misuse, negligence, or improper use.
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Quiet Hours & Noise Policy

- **Quiet Hours:**
 - Sun–Thu: 10:00 PM – 8:00 AM
 - Fri–Sat: 11:00 PM – 10:00 AM
 - Noise heard beyond your apartment door may result in violations.
 - **1st Violation:** Written warning.
 - **2nd Violation:** Immediate removal of the noise-causing object.
 - **3rd Violation:** Eviction.
 - Non-quiet hours still require reasonable noise levels.
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Rent & Payment Policies

- **Rent Due:** 1st of every month.
 - **Online Payments:** Tenant portal access required.
 - **Discount:** \$25 discount if paid by the 1st.
 - **Late Fee:** Applied if not received by the 7th.
 - No partial payments accepted.
 - **Returned Checks Fee:** \$30 per occurrence.
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Security Deposits

- Held as reservation until lease starts.
 - Refundable upon move-out if:
 - No damage.
 - All rent/fees are paid.
 - Keys are returned.
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Lease Terms & Subleasing

- Leases continue month-to-month after the initial term.
 - Two full months' written notice required to terminate.
 - Subleasing requires Northern Management's approval and a signed Request for Lease Assignment. A fee equal to 75% of one month's rent applies.
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Visitor & Guest Policy

- Overnight visitors must register.
 - All visitors must follow resident rules.
 - Non-registered visitors must leave by:
 - Midnight (Sun–Thu)
 - 1:00 AM (Fri–Sat)
 - Violations may result in guest bans and lease violations.
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Resident Responsibilities

- **General Conduct:** Respect other residents' peace and privacy.

- **Children:** Supervised at all times; no playing in hallways/stairwells.
 - **Common Areas:** Must remain clear—no personal items stored.
 - **Garbage:** Must be disposed of in dumpsters. Hallway trash or improper disposal will incur charges.
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Insurance Requirement

Northern Management's insurance does not cover your personal belongings. Renters insurance is strongly recommended.

Maintenance & Apartment Care

- **Walls/Ceilings:** Limit wall hangings, no stickers, no ceiling mounts except one plant hook per room.
 - **Windows & Screens:** Must remain intact and closed during bad weather.
 - **Furniture & Appliances:** Use with care. Report damages immediately.
 - **Keys:** Lost keys cost \$10 each.
 - **Fire Hazards:** No fireworks, real Christmas trees, or improper storage of BBQ equipment.
 - **Laundry Facilities:** Use responsibly. Management is not liable for lost/damaged laundry.
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Parking & Vehicle Policies

- All vehicles require a parking sticker.
 - Stickers are \$10, valid for one year, and vehicle-specific.
 - Improperly parked vehicles are subject to towing.
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Move-Out Procedures

- Schedule an inspection.
 - Clean per move-out checklist.
 - Return all keys labeled with name, unit, and bedroom letter.
 - Security deposit refunds processed within legal guidelines.
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Evictions & Lease Violations

Violating community policies, legal regulations, or lease terms may result in eviction. All balances due will be pursued through collections with applicable fees.

Contact Us

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St. Cloud, MN 56301
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