

**DEER CREEK MANOR
TENANT HANDBOOK
JMKS PROPERTIES**

218-270-3372

OFFICE MANAGER:

SHERRY CHISHOLM

MAINTENANCE:

Marty Chisholm

PROPERTY MANAGER:

ED SCHOONOVER

JMKS PROPERTIES

218.270.3372 | sherry.chisholm@jandjholmes.com | JMKSproperties.com | FAX 218.270.3371

Welcome to Deer Creek Manor

New Tenant:

Thank you for choosing Deer Creek Manor for your home. We welcome you and will take every possible measure to ensure that Deer Creek Manor is a peaceful, and enjoyable place for you to call home. Our staff is available to repair, replace, and update the facility to meet your needs and enhance your quality of life. Please feel free to call our office at any time for suggestions, complaints, or requests to enhance your experience as a Tenant.

We have developed a system to ensure that your occupancy is as pleasurable as possible. Maintenance request forms are located on bulletin boards and in the community room for you to fill out in the event of a need in your unit or a common area. Please fill these out and put them in the rent box if a non-emergency repair is needed. In the event of an emergency (such as a plumbing leak, electrical sparks, or any life threatening event) please contact the office at 218-270-3372 and after hours the property manager 218.831.8838

We want to make sure that your peace and quiet is acceptable at all times. Resident complaint forms are also located on the bulletin boards and the information that you provide on these forms will allow us to settle any disputes, contact authorities and ensure that we keep a positive and healthy environment for all of our tenants. We can't be at the facility 24 hours a day, so your help with any incidents requiring our attention is important to us. Major complaints need to be in the form of writing for us to be able to document them and assist tenants in resolving issues and problems that may arise.

Finally, if you ever have any questions about your lease, have a change in your household, income or need special assistance with anything, please contact our office at 218-270-3372. Our office manager Sherry, or myself will provide you with all of the information and assistance that you will need in a timely manner.

Sincerely,

Sherry Chisholm
Property Development Coordinator
JMKS Properties
218.270.3372

IMPORTANT PHONE NUMBERS

EMERGENCIES - 911

NON- EMERGENCIES

OTTER TAIL COUNTY SHERRIFF-(218) 998-8555

NEW YORK MILLS POLICE - (218) 385-2600

DEER CREEK FIRE - (218)462-2001

WADENA AMBULANCE - (218)631-4433

HENNING AMBULANCE - (218)583-2994

TRI- COUNTY HEALTHCARE - (218) 631-3510

OTTERTAIL POWER COMPANY - 800-257-4044

CITY OF DEER CREEK WATER -(218)462-2001

ARVIG PHONE AND CABLE - 888-992-7844

JMKS PROPERTIES OFFICE -(218) -270-3372

Deer Creek Manor Rent Policy

The Rent for your unit is due on the first of the month. Rent received on the sixth of the month or later will be subject to late fees. The late fee is \$5 plus an additional \$1 per day it is late but not more than \$30. If the rent is not paid by the 21st of the month, an Unlawful Detainer will be filed. LATE NOTICES WILL NOT BE SENT. Please include any late fees with your payment.

The Property has a rent box located in the Laundry Room next to the Community Room. You are welcome to put your Rent in this box, or mail it to JMKS Properties, PO Box 346, Merrifield, MN 56465. Mailed Rent will be considered received on the day it arrives by mail. Therefore, if you choose to mail your rent, you must allow for delivery time.

Deer Creek Manor Location

The Address for Deer Creek Manor is 305 North Avenue East, Deer Creek, MN 56527. For your address, simply add your unit number after the street address. The mail boxes are located at the main building entrance along with buzzers for visitors to ring and let you know that they have arrived.

There are two laundry rooms with a total of 3 washers and 3 dryers. They are located on each end of the building with the larger one connected to the Community Room. The Community Room has several books, puzzles and other activities. We encourage tenants to use the Community Room to meet and socialize.

Utilities

The utilities for Deer Creek Manor are paid for by the owner. The relationship of utility costs indirectly affects the cost of Rent. Residents are encouraged to conserve energy in an effort to keep Rent prices down. Please use common sense with heating and air conditioning both in your own Unit, and in Community Areas. Please turn lights off in areas not in use. All heat in the building is electric. There is no gas used for heating or any other purpose in this facility.

Basic House Rules

In order for all tenants to enjoy a peaceful living experience, this section will cover a general outline of the rules of the facility. A more extensive and comprehensive list of the House Rules is contained in your lease addendum.

Smoking in the public areas is not allowed. You may smoke in your unit but we ask that you take measures to keep the smoke from entering the hallways and public areas.

Alcohol use is not allowed in the public areas of the facility or the grounds outside of the facility. We ask that if you have been legally consuming alcohol that you be responsible and stay out of public areas. Disruptive behavior will not be tolerated and may result in a lease violation. Any Illegal behavior should be reported to the management and the local authorities.

Please show respect to other tenants in recognizing parking spaces. Visitors should park on the city street. The blocking of sidewalks, mail delivery or garbage facilities is not allowed. Do not allow vehicles to be parked on sidewalks or the grass. This includes when moving in and out of the facility.

It is your responsibility to keep your unit clean and free of trash. The dumpster is located near the shed on the same side of the building as the community room. Please don't leave articles of clothing or other items in the laundry room areas unless you are cleaning your clothing. Be respectful of others while using the laundry room so that other tenant's may also use the laundry facilities.

Deer Creek Manor has security locks on the entrance/exit doors. Do not let people in the door unless they are coming in to visit you, or you recognize an emergency situation and need to allow Health, Safety or Building officials into the building. Do not allow solicitors into the building. **DO LET POLICE, AMBULANCE, FIRE OR ANY OFFICIAL OF THE GOVERNMENT INTO THE BUILDING.**

Simply put, be respectful of others privacy and peace at all times with noises and behavior. You are responsible for your visitor's behavior and will be held accountable for disruptions caused by individuals visiting you.

Maintenance Request Forms

Maintenance Request Forms are located in the Community Room, and on bulletin boards throughout the facility. Please fill these out in the event of non-emergency. Be as complete as possible on the forms to enable our maintenance staff to efficiently and quickly resolve maintenance issues. In the event of an emergency maintenance need please call our office at 218-270-3372. IF there is no answer or after hours call Sherry at (218) 831-8838 or Ed at (218) 820-3389. If an emergency maintenance issue arises that is life threatening or injurious, **CALL 911**.

Working Together for a Safe and Secure Home

JMKS Properties is dedicated to providing quality housing for our tenant's. We are always open to listening to suggestions regarding the upkeep and treatment of the tenant's. If you ever feel that we have not acted on your requests in a timely manner, contact Ed or Sherry at (218) 270-3372. We will address all and any concerns you have in a timely and professional manner.

Your responsibilities are to keep your unit clean, cooperate with other tenant's, refrain from making noises or disruptions and respecting other tenant's peace and quiet. We also expect rents to be paid in a timely manner. If you suspect that you may have a problem with your rent, talk to us first so that we can work out a program for you to get caught up and paid on time.

We have available the Landlords and Tenants Rights and Responsibilities Handbook at our offices and will bring you a copy if you so desire. The handbook is also available from the Office of the Minnesota Attorney General website (<http://www.ag.state.mn.us/>).

Lease violations are spelled out in the house rules. A major violation of the house rules, repeated minor violations, failure to pay rent and preventing other tenants from the ability to peacefully enjoy their tenancy are all grounds for possible eviction actions. Complaint forms are located throughout the building on the bulletin boards and we encourage you to fill them out and place in the rent box or hand deliver to JMKS staff. Please call our office at (218) 270-3372 at any time with any problems or if help is needed to fill out the form.

JMKS Statement

In order to allow all tenant's to enjoy their privacy and the ability to live a reasonable and peaceful manner, we will be proactive in enforcing rules and responsive in meeting tenant needs.

It is our mission to treat all tenant's and prospective tenant's equally, without regard to race, color, creed, religion, national origin, sex, sexual orientation, handicap/disability, familial status, marital status or status with regard to public assistance.

As the Property Management Agent, we will manage the development with honesty and integrity.

We are committed to keep the development in good condition by providing prompt maintenance and janitorial services.

We will make improvements on the development and take pride in the outside grounds and keeping sidewalks and parking areas clear of snow, ice and debris.

We will work with our tenant's to ensure that all of the necessary information is available to them during the interview and recertification processes and assist those in need in filling out forms and explaining why personal information is needed and what we do to protect it.

In closing, we want to say again that our agents and employees are available for you to contact for assistance or to answer your questions at any time. If we don't know the answer to your question, we will contact the correct person to find it and return to you with a complete answer. We will work cooperatively with government agencies and authorities to ensure a friendly and timely completion of any processes that may be needed in your tenancy. Our smaller size allows us to spend more time on you and meet your needs with more efficiency and quality than many larger companies. Our main interest is in you, our tenants, your needs and what we can do today to help you enjoy the Deer Creek Manor.