

Senior Housing Resident Handbook



Village Commons, Mendota Heights



Crossroad Commons, Lakeville



Dakota County
Community Development
Agency

Table of Contents

Important Phone Numbers	4
Introduction	5
Normal Business Hours	6
After Hours Emergencies	6
Work Orders For Repairs	7
After Hours Emergency Repairs	7
Common Rules	8-12
Conserve Utilities	8-9
Guests	9
Pets	9
Use of Community Room/Kitchen	9
Storage Lockers/Garage Stalls	9
Decorations Outside Your Apartment Door	10
Smoking	10
Guest Parking/Restrictions	11
Recycling	11
Donating Items for Community Space	11
Gardens	12
Laundry Equipment	12
Snow Removal & Parking Lot Maintenance	12
Safety and Security Information	13-22
I-buttons	13
Garage Door Opener	13
Stay and Watch Garage Door Close	14
Opening the Door For Strangers	14
Lock Your Apartment Door	15
Do Not Prop Building Doors Open	15-16
Automatic Door Openers (Accessible Doors)	16
Report Suspicious or Unusual People, Behavior or Activities	17
You are Responsible for Your Guests	17
Lock First Floor Windows	17-18
Be Aware of Your Surroundings	18
Fire	18-19
Severe Weather	20

Personal Emergency Kit	20-21
Renter's Insurance	21
Stuck in an Elevator	21
Fair Campaign Practices Act	22

Senior Services Available to Residents 23-26

CAP Agency	23-24
Dakota County Public Health	24
Transportation	25
DARTS Services	26



Mississippi Terrace, Hastings



Park Ridge Place, Burnsville



The Dakotah, West St. Paul

Important Phone Numbers

CDA Main Phone Number	651-675-4400
CDA website	www.dakotacda.org
Work Orders	651-675-4506
After Hours Emergency Work Orders	952-988-3931
CAP Agency	651-322-3500
Dakota County Employment and Economic Assistance	651-554-5611
DARTS	651-455-1339
Transit Link	651-602-LINK Option 3
Metro Mobility	651-602-1180

Property Manager: _____

Phone Number: _____

Caretaker: _____

Apt. # ____ Phone Number: _____

Relief Caretaker: _____

Apt. # ____ Phone Number: _____

Introduction



Welcome to your new home with the Dakota County CDA. We are very pleased you have chosen to live in one of our developments.

Some of you may be new to apartment living while others may have lived in another apartment building with a different owner. This Resident Handbook is designed to provide you with information that will be useful to you as you settle into your new home and become acquainted with the building and surrounding area.

Please refer to this information throughout your residency as needed and don't hesitate to visit with your Property Manager about any questions you may have about anything contained in this handbook.

Thank you for choosing to live with us!



Normal Business Hours

The CDA's normal business hours are Monday through Friday from 8 a.m. to 4:30 p.m. The CDA is closed on weekends and major holidays.



Office hours at your individual building are set by the Property Manager and are posted on the office door.

If you need to, you can make an appointment with your Property Manager outside of their normal office hours. Please contact your Property Manager to schedule an appointment.

After Hours Emergencies

If there is an emergency at your building after normal business hours, on a weekend or holiday please call **952-988-3931** and report it.

Our answering service will take the information and make sure it is given to the Property Manager and/or Maintenance Technician who is on-call.

Please provide as complete and accurate information as you can so we can respond in the most appropriate and timely manner.

Work Orders for Repairs

From time to time you may find that something in your apartment may need repair. One of the great advantages of living with us is that we have a dedicated and professional team of Maintenance Technicians to take care of all our buildings.



To report a work order, call us at **651-675-4506** and tell us what needs to be repaired. Once we have all the information from you we will issue a work order for the repair to one of our Maintenance Technicians.

Most work orders are completed in just a few days from the time they are reported to us. We ask that you call in and tell us of a repair or problem right away, the sooner we know about it the sooner we can fix it.

After Hours Emergency Repairs

Sometimes things need to be repaired right away even if it is after normal business hours. If you have an emergency repair to report after normal business hours please call **952-988-3931**.

The CDA considers an emergency repair to be a situation where people will get hurt and/or property will be damaged if the problem is not fixed immediately. Please do not call this number for non-emergency repairs.

Common Rules

The following are some rules the CDA has developed through the years that apply to common situations that come up from time to time at the buildings. Most of these items will seem like common sense to you, but a few may be new or different and are in addition to the ones listed in your lease. Your Property Manager can answer any questions you may have regarding these rules or help you address a situation that may not be covered.

Conserve Utilities

During the heating season please don't leave your windows open. You may want to occasionally crack a window for some fresh air. If you do, please remember to close and lock the window. A heat pipe can freeze if it is under a window that is left open during very cold times.

During the cooling season please don't leave windows or apartment doors open. If you want to cool your apartment please use the air conditioner in your apartment instead of opening your apartment door and letting in the cool air from the hallway.

If you have a dripping faucet or your toilet runs continuously, please let us know right away so we can fix it. Keeping down the cost of utilities helps us keep rents affordable.

Guests

Generally speaking guests' length of stay should be limited to no more than 15 days in a 12 month period. If for some reason you need to have a guest stay for a longer period of time please contact your Property Manager and discuss the situation with them in advance.

Pets

The CDA has a no pet policy. Pets are not allowed in CDA owned properties; this includes pets of guests or other visitors. Exceptions to this policy may be made in accommodation of a disability and are reviewed and approved on a case-by-case basis.

Use of Community Room and/or Kitchen

Residents are permitted to use these spaces for private events such as birthdays, holidays, card clubs, family gatherings, etc. Each building has a sign-up and reservation system in place. We ask that you follow the procedure in place at your building when you want to reserve the space.

Storage Lockers/Garage Stalls

Every apartment unit (except at Haskell Court in West St. Paul) is provided a storage locker. Residents need to provide their own lock for their storage locker. These lockers are meant to store items such as holiday decorations and other items that you don't need regularly in your apartment. Residents may not store any personal items (other than vehicles) in the underground parking garages. This will assist in pest control, fire safety, contracting cleanup, etc.

Decorations Outside Your Apartment Door

We encourage residents to personalize their entry area in the hallway. For safety and aesthetic reasons we do place some limits on decorations in the entry alcove area of your apartment.

Buildings with a shelf should use this space to decorate and avoid hanging items from the wall or apartment door. Generally speaking for those without an alcove shelf, items that hang from the wall or your door are acceptable. Items that rest on the floor or protrude out into the hallway area are not acceptable. If you have any questions regarding an item's appropriateness please consult with your Property Manager.

Smoking

In buildings that are not designated smoke-free you and your guests are permitted to smoke inside your apartment. Smoking is **never permitted in hallways, common areas** such as the **community room, laundry rooms, exercise rooms, library areas** and **garages** of any of the buildings. In smoke-free buildings there is no smoking anywhere within the building including inside individual apartments or grounds.



Guest Parking/Restrictions

Each building has a surface parking lot available to residents and their guests. In some cases the amount of surface parking available may be limited due to site constraints. Residents have priority over guests in the parking lots. Due to limited parking, no recreational vehicles may be parked in the visitor lots for any amount of time unless it is pre-approved by the Property Manager. This includes, but is not limited to boats, RV's, ATV's, campers.

Recycling

Each building has recycling containers available for residents to use. We encourage residents to recycle to the greatest extent possible. By recycling, you help keep the amount of trash that goes to the landfills to a minimum and help save energy and other resources as well. Please follow any directions on the recycling containers regarding what is acceptable for recycling at your building.



Donating Items for Community Spaces

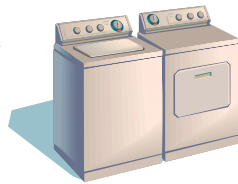
Sometimes people wish to donate an item for the community spaces such as a piece of art, furniture, exercise equipment, television, etc. While we appreciate the gesture the CDA does not allow donated items to be placed in common areas. The CDA reserves the right to remove or dispose of items that have not been approved. Do not move or take down items located in common areas of the building.

Gardens

Some buildings have garden spaces available to residents. Gardening is permitted in these areas only. Please don't plant anything on the grounds without the prior approval of your Property Manager. This would include the placement of decorative or other items such as lawn ornaments, bird feeders, wind chimes, etc.

Laundry Equipment

The CDA provides laundry equipment in each building for resident use. As a courtesy to others please don't use all the laundry machines at once.



We ask that you leave some machines open for others that may wish to do laundry at the same time. We also appreciate you following any laundry room hours that may be posted in your building. Please remove lint from lint filters after every use.

Snow Removal and Parking Lot Maintenance

Sometimes it is necessary for you to move your vehicle so that we may do snow removal or perform other lot maintenance activities. We try to limit these occasions and keep them as short as possible. By moving your vehicle promptly when notified you can avoid having it towed and we can perform the work quickly and efficiently.

Safety and Security Information

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The CDA's senior buildings include safety and security systems to help protect the building and residents. However, the most important piece of any safety or security system is residents who are aware of what is going on in the building and who does and does not belong there. By being an active partner with us and your local authorities you can help ensure a safe and secure home for everyone in the building.

I-buttons

When you move in you are given I-buttons to the building and your apartment. It is very important that you notify us right away if your I-buttons are lost or missing for any reason. You should only give an I-button to someone who really needs it and whom you know and trust. You are responsible for what happens to your I-button. See your Property Manager to request extra I-buttons. The CDA reserves the right to limit the number of I-buttons given to residents.



Garage Door Proxies

If you park your vehicle in the garage you are given a garage door proxy. You should treat this opener just like you would a key to your building or apartment as it allows you into the building. If you lose or misplace your garage door proxy let

your Property Manager know right away.

Stay and Watch the Garage Door Close

Whenever you enter or exit the building through the underground garage please stay in the vicinity of the door until it closes and watch to make sure no one enters through the open door. By making sure the door closes and no one enters you help ensure the safety of the building and your neighbors.

Opening the Door for Strangers

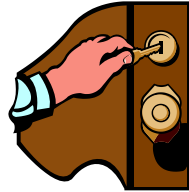
Never open the door to the building for a stranger. It may seem like the polite thing to do but unless you know that person and are willing to accept responsibility for them, it is best to not let them in the building.

There is a call system in the entryway for them to contact the person they are there to see or visit. If that person isn't able to let them in then they don't belong in the building.

This may not seem very "Minnesota Nice" but the first line of security for the entire building is limiting access to only those persons who belong in the building. You wouldn't let someone you don't know into your apartment and you shouldn't let them in the building either.

Lock Your Apartment Door

You should lock your apartment door whenever you leave your apartment. Even if you think you will only be gone for a little while, it is safest to lock the door. You should also lock your door at night or any other time of the day you feel necessary in order to ensure your safety.



Police inform us that most property crimes are crimes of opportunity. If you leave your door unlocked it may present an opportunity for the wrong type of person. Don't rely on the building entrances being locked as a reason for not locking your apartment doors, it is better to be safe than sorry.

Do Not Prop Building Doors Open

Please do not prop open any exterior building door. It can be tempting to place an object in the door when you have forgotten your I-button to keep it open so you can re-enter.

By propping open the door you have defeated the reason for having doors locked in the first place and you have potentially allowed access to the whole building to people who may not belong in the building.

You wouldn't leave your apartment door open when you are away from it and you shouldn't leave any of the building doors open. Get in

the habit of taking your I-button with you when you leave your apartment and you won't find yourself in a situation where you are tempted to prop open a door.

Automatic Door Openers **(Handicapped Accessible Doors)**

Some of the doors are equipped with automatic openers that open the door for those individuals who may need assistance for one reason or another. The openers hold the door open for an extended period of time to allow the individual adequate time to move through the doorway.

Often it can seem convenient even for people who may not need the assistance to use the automatic door openers too. If you use the automatic opener please stay in the area long enough to see the door close and to ensure that no one else entered the building while the door was open.

If you don't need the assistance of the automatic door opener it is best to manually open the door and allow it to close directly behind you.

Report Suspicious or Unusual People, Behavior or Activities

Residents are the eyes and ears of the building. No one knows better than you what is “normal” for your building and surrounding area. Don't hesitate to report suspicious activity or people to the local Police and/or the CDA. Unless the Police and CDA are aware of something, we can't do much about it. Let your common sense and instincts guide you, if something doesn't seem right, act on it and let someone know about it.

You are Responsible for Your Guests

You are responsible for the actions of your guests while they are in the building. Because you share the building as your home with the other residents you have an obligation to make sure they follow the rules of the building and don't do anything that would disturb or endanger any of the other residents.

Lock First Floor Windows When Not in Use

If you open any of the windows in the first floor community spaces please remember to shut and lock them when you are through using the space. An unlocked window on the ground floor is like an unlocked door, it can be used to gain entry to the building.

If you live on the first floor you should consider locking your windows when you aren't home. If

you do leave your windows open you may want to have a stick or some other device that would prevent your window from being opened more than a few inches by someone from the outside.

Be Aware of Your Surroundings

Whenever you are out and about you should pay attention to the environment around you and be aware of the people and activities that are going on. The same is true when you are in the parking lots or garage areas of the building.

If you sense something isn't quite right act on that feeling, remove yourself from the area and report it to the Police and/or the CDA. By being alert and aware of situations you can keep yourself and your home safe.

Fire

All the CDA buildings have fire detection and suppression systems and they are monitored by an off-site monitoring company.

You should take time when you first move-in to become familiar with your apartment and the floor you live on to determine a primary and secondary route you could use to exit the building in the event of an emergency. Do not use the elevator in the event of a fire, use the stairs located at either end of the hall.

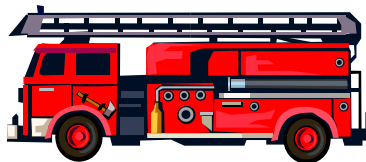


In the event that there is a fire in your building you should evacuate the building according to the evacuation routes found on each floor. Once outside you should gather in a central area a safe distance from the building and follow any instructions you are given by Fire personnel on the scene.

If you are unable to evacuate for some reason you should stay in your apartment and wait for Fire personnel to come and get you. It may help them if you can call **911** and inform them of your situation and your apartment number.

Once you are safely out of the building check to see if your neighbor got out okay and do what you can to assist the Fire personnel in determining who may need special assistance.

If you are able to do so safely you can call the CDA's after hour's answering service at **952-988-3931** and report the fire to them and ask them to contact the Property Manager on-call.





Severe Weather



If there is severe weather in the area you should be prepared to seek shelter. Generally speaking you should go to an interior space without windows on the lowest possible floor of the building. Often this will be in the garage area of your building.

If you are unable to leave your apartment you should seek shelter in an interior area preferably without windows such as your bathroom. It is a good idea to have a flashlight and a battery-operated radio during these situations so you can monitor the weather reports and are prepared if the power goes out.

You should avoid common spaces with a lot of windows during severe weather. If you are aware of any damage to the building or your apartment as a result of severe weather please call the CDA's after hour's answering service at **952-988-3931** and report it.

Personal Emergency Kit

In the event that you need to evacuate the building on very short notice it is a good idea to have a personal emergency kit or bag ready to grab on your way out the door. The kit can contain whatever you might need should you be required to be out of the building and your apartment for an extended period of time.

Suggested items include: keys, glasses, hearing aids, personal I.D., water bottle, cell phone, medication, names and phone numbers of relatives or friends, and anything else that would make the event more manageable and less stressful. If you have to leave the building on short notice it is also a good idea to wear shoes instead of slippers, if you have the time to put them on. It can be a lot easier to get around in shoes versus slippers.

Renter's Insurance

The Dakota County CDA highly recommends that each renter have a renter's insurance policy. The CDA's insurance will cover the building but not any personal belongings that are stored in your apartment, garage, or storage locker. Residents are held responsible for the CDA's insurance deductible in the event that they are the cause of a fire, flood, etc. An insurance policy is very affordable and will replace your personal belongings and pay for the CDA's insurance deductible.

Stuck in an Elevator

The CDA has an elevator service company that routinely performs maintenance and repairs on the elevator in your building. Should you ever find yourself stuck in the elevator simply press the call button and report the problem to the person who answers. They will take your information and dispatch someone to come and get you out, and make any repairs or adjustments to the elevator that may be needed.

Fair Campaign Practices Act

As a resident of our senior buildings it is important to know the CDA's position on political campaigning. The CDA follows the Fair Campaign Practices Act (MN Statute 211B.20) which requires that we allow candidates entry into our buildings for campaigning purposes.

Candidates are requested to contact CDA building caretakers to arrange a time to be let into the building and, if possible, a note will be posted alerting residents about the visit.

The candidate may wish to reserve the community room to have a space in which to speak with interested residents. Assuming the requested time does not conflict with any other scheduled use of the community room, this will be allowed. However, the CDA will not provide any refreshments for such a meeting.

During the course of the campaign visit, residents are in no way obligated to allow candidates or any campaign workers into their individual units.

The CDA will not permit the posting of any signs, lawn signs, posters or other campaign material on CDA property.



Senior Services

Available to Residents

CAP Agency Senior Nutrition Program

The Senior Nutrition Program through the CAP Agency offers a nutritious mid-day meal at various CDA Senior buildings. Meals are served Monday through Friday. Diners are encouraged to give a suggested donation of \$3.75 per meal; however, everyone is welcomed to dine regardless of the ability to contribute.

The Senior Nutrition Program is available at the following CDA senior buildings:

- **Orchard Square** (Apple Valley)
- **Eagle Ridge Place** (Burnsville)
- **Oakwoods** (Eagan)
- **Mississippi Terrace** (Hastings)
- **Carmen Court** (Inver Grove Heights)
- **Winsor Plaza** (Lakeville)
- **Parkview Plaza** (Mendota Heights)
- **Cameo Place** (Rosemount)
- **Dakota Heights** (South St. Paul)

Residents living in buildings without the Senior Nutrition Program and community members are also able to partake in the meal if they wish. Reservations must be made two days in advance by calling the numbers listed on page 24.

Reservations can be made by calling the specific Senior Dining Site in Dakota County:

Apple Valley	952-431-1831	M-F a.m.
Burnsville	612-669-2911	M-F a.m.
Eagan	612-669-2912	M-F a.m.
Farmington	612-940-9590	M-F a.m.
Hastings	651-437-7133	M-F a.m.
Inver Grove Heights	651-554-1473	M-F a.m.
Lakeville	612-669-2913	M-F a.m.
Mendota Heights	651-905-0257	M-F a.m.
Rosemount	612-669-2910	M-F a.m.
South St. Paul	651-552-9136	M-F a.m.

For more information about this program, call the CAP Agency at **651-322-3500**.



Dakota County Public Health

The Dakota County Public Health Department provides services to help seniors live independently. A **Long Term Care Consultation** is a free service that helps people make decisions about long-term care needs. It includes an assessment of your health and level of independence in key areas of daily living. You will receive information about options that may help you stay in your home.

Dakota County also offers a **Pharmacy Discount Drug Card Program** for eligible seniors. This program helps make prescription drugs more affordable for people without insurance or Medicare coverage for medication.

Visit www.DakotaCounty.us/PublicHealth or call **651-554-5611** for more information on Dakota County Public Health programs.

Transportation

Transit Link - This metrowide, dial-a-ride service is for the general public that must be reserved in advance. You can reserve a ride for any purpose, based on availability. Transit Link provides curb-to-curb service, with limited assistance (such as help with grocery bags). It is intended to serve areas where regular fixed-route service is not available. Riders can transfer between service areas and between Transit Link and regular transit routes.

Transit Link hours are from 6 a.m. to 7 p.m. weekdays. To schedule a ride, call **651-602-LINK (5465)** and when prompted choose **option 3** for Dakota County.

Metro Mobility – A public transportation service for certified riders who are unable to use regular fixed-route buses due to a disability or health condition. Rides are provided for any purpose. Metro Mobility is a first-door through first-door service. Call 651-602-1180 to reserve a ride.

MVTA - The Minnesota Valley Transit Authority has three transit stations in Dakota County (Apple Valley, Burnsville and Eagan). For fare and route information visit www.mvta.com or call **952-882-7500**.



DARTS Services

DARTS is a local non-profit organization based out of West St. Paul that provides a wide range of services for seniors in Dakota County.

Service Coordination and Care Management:

DARTS service coordinators provide consultation and personalized service planning for seniors and their families and link you with DARTS programs and services. Service coordinators can help you identify your strengths and challenges and find the best services for your situation.

Homemaking: DARTS homemaking service will assist with many tasks including: laundry, dusting, vacuuming, light meal preparation, etc.

Visiting: DARTS volunteers offer companionship and support for seniors. The volunteer will visit your home and share a hobby, play a game, or just chat.

Shopping and Errands: A volunteer will take you to the store and assist you while shopping, or do the shopping for you and deliver the groceries to your home.

For more information and service fees, contact DARTS at (651) 455-1560 or visit their website at www.darts1.org.



Rivertown Court, Hastings



Cameo Place, Rosemount



Dakota Heights, South St. Paul

**Dakota County CDA
1228 Town Centre Drive
Eagan, MN 55123
651-675-4400
www.dakotacda.org**