

Workforce Housing & Public Housing Resident Handbook



Carbury Hills, Rosemount



Heart of the City, Burnsville



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Chasewood, Apple Valley



Prairie Crossing, Lakeville

Important Phone Numbers

CDA Main Number	651-675-4400
CDA Web site	www.dakotacda.org
Work Orders	651-675-4506
After Hours Emergency Work Orders	952-988-3931
Dakota County Northern Service Center	651-554-6600
Dakota County Western Service Center	952-891-7570
Dakota County Main Number	651-437-3191
Dakota County Employment & Economic Assistance	651-554-5611
Dakota County Public Health	651-554-6115
CAP Agency	651-322-3500
360 Communities	952-985-5300

Property Manager: _____

Phone Number: _____

Address: _____

Introduction

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

Some of you may be new to townhome or single family home living while others may have lived in another townhome or single family home with a different property manager.

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 surrounding area.

Please refer to this information throughout your residency as needed and don't hesitate to contact your Property Manager about any questions you may have about material 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.



You can make an appointment with your Property Manager by contacting them to arrange a mutually agreeable date and time.

After Hours Emergencies

If there is an emergency at your unit 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 detailed 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 home 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 **651-675-4506** and tell us your full address and 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.

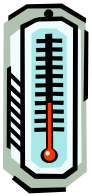
.....***Common Rules***.....

The following are some rules or guidelines the CDA has developed that apply to common situations that come up from time to time. 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 the window. A water pipe can freeze if it is near a window that is left open during very cold weather.



Set your thermostat at a setting that provides comfort but doesn't overheat or cool your unit. Changing your furnace filter on a monthly basis during both the heating and cooling seasons will help it run more efficiently and distribute the warm or cool air more effectively.

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 you have lower bills and 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 generally 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.

Decorations Outside Your Unit

We know some residents like to decorate the outside of their unit during the various holidays. We ask that you do not make permanent holes in the exterior of the unit. Avoid using nails and screws.

There are a number of temporary or removable clips or hangers available wherever you buy seasonal decorations that work fine and are permissible. If you have any questions regarding an item's appropriateness please consult with your Property Manager.

Garages

Your garage should be used to park a vehicle in and for miscellaneous storage of things you wouldn't normally store inside your home. Even if you don't usually park your vehicle in the garage you should be able to if needed in the event of a storm or for some other reason.

Your garage is not to be used exclusively for storage of household items. Having a garage full of household items can become a fire hazard and attract roaches, mice and other rodents.

Don't allow your vehicle to idle or warm-up in your garage. Doing so presents a fire hazard as well as a potential source of carbon monoxide poisoning.



Water Softeners

Some of our units have water softeners in them. If your unit has one your Maintenance Technician will point it out to you during your unit orientation. In order for your water softener to work properly, you have to monitor the level of salt in the tank and periodically add more when it is low. Softener salt is available to purchase at most gas stations and convenience stores.

Softened water is easier on the plumbing and appliances that use water, such as the dishwasher and washing machine. You will also notice a difference in the bath or shower. Softened water allows soaps and shampoos to lather better and it rinses off cleaner.

Storage in the Mechanical Room

The room where your furnace, water heater and water softener are located is called the mechanical room. It is important that you not store any items, especially flammable items, too close to your furnace or water heater.

Both pieces of equipment need to have air flow around them to operate safely and efficiently. Don't store anything within 3 feet of any side of your furnace or water heater.

Grounds Care



There can be a lot of kids in your area and kids need to be able to run around and play outside. We ask that you do your part to make sure the area is clean and safe by picking up after yourselves. By modeling good behavior for your kids they will

see that littering is not a good thing and will learn to pick up after themselves. If everyone does their part to keep the grounds free of litter and other trash we can make sure your homes look attractive and are safe for your kids.

Play Equipment

Please report any damages or necessary repairs of the play equipment at your site to us right away. We want to be sure that these are as safe as possible for the kids to play on. If you notice anyone intentionally damaging any of the equipment please report it to your Property Manager so it can be addressed.



The play equipment is quite expensive and it gets a lot of use from the kids, especially the younger ones. We want to make sure it is safe and fun for them.

Satellite TV Dishes

Many residents have cable or satellite TV service. We do not allow satellite dishes to be permanently mounted to the outside of your unit. Your installer can mount the dish on a pole or post outside your unit in a CDA deemed exclusive use area. It is important to note that depending on the location of your home, satellite dish service may not be an option.

We also do not allow any cables to be run along the exterior of the unit without our prior permission. **All installations must be pre-approved and signed by your Property Manager.**

If you or your installer have any questions please contact your Property Manager for guidance. We will remove any unauthorized satellite dishes that have been installed improperly without our permission.

Conflict Between Kids

As parents, our kids need a lot of support and guidance from us if they are to grow-up to be well adjusted adults. It is inevitable that kids will sometimes get into conflicts with other kids. It is part of growing up and learning. It can be hard for us to hear that our kids did something wrong. Our natural tendency when we hear two conflicting accounts of what happened is to believe our own children.



Please remember that it is your role to help your child learn how to deal with conflict in an acceptable way and to teach them things they can do to avoid similar conflict in the future. It is better that you as parents deal with conflicts between your kids rather than us having to get involved.

Guest Parking

Most sites have limited parking lot spaces available for guest parking. We ask that you park your personal vehicles in your garage or on your driveway and save the parking lot spaces for guests. Inoperable vehicles or vehicles with expired license plates are not permitted to be parked on the site and are subject to towing at the owner's expense.

Recycling

We encourage residents to recycle to the greatest extent possible. By recycling items 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.



Garbage and Recycling Containers

The garbage company the CDA contracts with provides you with containers for both garbage and recycling. These should be stored inside your garage between collection days. Many cities have ordinances that require this and it helps to keep the developments looking good. It is a good idea to rinse your containers out once or twice a year if they start to smell. A good rinse with a garden hose usually takes care of it.

Snow Removal and Parking Lot Maintenance

Sometimes it is necessary for you to move your vehicle so that we can remove snow 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.

Swimming Pools, Trampolines and Portable Basketball Hoops

Small, portable swimming or wading pools are allowed. These pools are usually 10 to 12 inches high, can be filled and drained each day and are easily moved. These pools must be drained and stored in the garage overnight. Larger, more permanent types of swimming pools are not allowed and you will be required to remove them if you have one. Trampolines and portable basketball hoops are not allowed on CDA properties.



Safety and Security Information

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Your unit has locks and other devices designed to provide safety and security. However, the most important piece of any safety or security system is residents who are aware of what is going on in the area 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 development and neighborhood.

Keys

When you move in you are given keys to your unit. You should only give a key to someone who really needs it and whom you know and trust. You are responsible for what happens to that key. The CDA does not consider being locked out of your unit because you lost your keys an emergency and will not send staff out after hours to let you in.



Lock Your Door

You should lock your door whenever you leave your unit. 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.

Garage Door Opener

If your unit has a garage with an automatic garage door opener you are given a garage door remote. You should treat this remote like you would a key as it allows access into your home. If you lose or misplace your garage door remote let us know right away.

Lock First Floor Windows When Not in Use

An unlocked window on the ground floor is like an unlocked door, it can be used to gain entry to the home. You should lock 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.



You are Responsible for Your Guests

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

Report Suspicious or Unusual People, Behavior or Activities

Residents are the eyes and ears of the development and neighborhood. No one knows better than you what is "normal" for your development 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

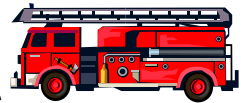
much about it. Let your common sense and instincts guide you. If something doesn't seem right, act on it and let someone know about it.

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 other areas of the development.

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 CDA units are equipped with fire and smoke detectors. Report any smoke detector that isn't working to the CDA right away so we can fix or replace it. Removing or disabling a smoke detector or carbon monoxide detector is a lease violation and will cause you to incur a fee.

In the event of a fire in your unit you should evacuate immediately. Once you are safely out of the unit, report the fire by calling 911. After reporting the fire to the local Fire Department, please call the CDA's after hour's answering service at **952-988-3931** to report the fire and ask them to contact the Property Manager on-call.

It is a good idea to practice a fire drill with your kids. It is important that they know what to do in case of a fire. Practicing will help them learn and remember what to do.



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 your unit, 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 spaces with a lot of windows during severe weather.

If you are aware of any damage to the building or your unit 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 your unit for some reason 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 your unit for an extended period of time.

Suggested items include: keys, personal I.D., water bottle, cell phone, medications, names and numbers of relatives or friends and anything else that would make the event more manageable and less stressful.



Community Information & Resources

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School Information

A good education is an important part of a child's development. We encourage all parents to be involved in their children's education. Listed here are phone numbers and Web sites for Dakota County public school districts.



Apple Valley Public Schools, ISD #196: 651-423-7700
www.district196.org

Burnsville Public Schools, ISD #191: 952-707-2000
www.isd191.org

Eagan Public Schools, ISD #196: 651-423-7700
www.district196.org

Farmington Public Schools, ISD #192: 651-463-5000
www.farmington.k12.mi.us

Hastings Public Schools, ISD #200: 651-480-7000
www.hastings.k12.mn.us

Inver Grove Heights Public Schools, ISD #199: 651-306-7800
www.invergrove.k12.mn.us

Lakeville Public Schools, ISD #194: 952-232-2000
www.isd194.k12.mn.us

Rosemount Public Schools, ISD #196: 651-423-7700
www.district196.org

South St. Paul Public Schools, District #6: 651-457-9400
www.sspps.org

West St. Paul Public Schools ISD #197: 651-403-7000
www.isd197.org

City Information

We encourage parents to get their children involved in activities through their school district or city's park and recreation department. Many cities offer activities such as lifeguard training, art classes and various athletics.

Listed here are phone numbers and Web sites for City Halls in Dakota County that can provide more information about recreational programs available.

Apple Valley

952-953-2500

www.ci.apple-valley.mn.us

Eagan

651-675-5000

www.cityofeagan.com

Hastings

651-480-2350

www.ci.hastings.mn.us

Lakeville

952-985-4400

www.ci.lakeville.mn.us

Rosemount

651-423-4411

www.ci.rosemount.mn.us

West St. Paul

651-552-4100

www.ci.west-saint-paul.mn.us

Burnsville

952-895-4400

www.burnsville.org

Farmington

651-280-6800

www.ci.farmington.mn.us

Inver Grove Heights

651-450-2500

www.ci.inver-grove-heights.mn.us

Mendota Heights

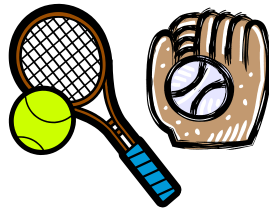
651-452-1850

www.mendota-heights.com

South St. Paul

651-554-3200

www.southstpaul.org



Library Information

Dakota County Library Cards are issued free of charge to all county residents with proof of address. Your card can be used at all Dakota County Library locations, in any metropolitan area public library and in most public libraries in Minnesota. The following is a list of phone numbers and addresses for libraries in Dakota County.

Library	Location
Burnhaven Library	1101 West County Road 42 Burnsville, MN 55306 952-891-0300
Farmington Library	508 Third Street Farmington, MN 55024 651-438-0250
Galaxie Library	14955 Galaxie Avenue Apple Valley, MN 55124 952-891-7045
Heritage Library	20085 Heritage Drive Lakeville, MN 55044 952-891-0360
Inver Glen Library	8098 Blaine Avenue Inver Grove Heights, MN 55076 651-554-6840
Pleasant Hill Library	1490 South Frontage Road Hastings, MN 55033 651-438-0200
Robert Trail Library	14395 South Robert Trail Rosemount, MN 55068 651-480-1200
Wentworth Library	199 East Wentworth Avenue West St. Paul, MN 55118 651-554-6800
Westcott Library	1340 Wescott Road Eagan, MN 55123 651-450-2900



Dakota County Workforce Centers

Dakota County Workforce Centers are a resource available to unemployed, underemployed and economically disadvantaged youth and adults who seek employment and training services.

The centers provide a number of programs and services including:

- ◆ Resource Room Facilities: fax, phone, computers, internet access
- ◆ Career Assessment
- ◆ Job Seeking Skills
- ◆ Resume Preparation
- ◆ Employment Referrals
- ◆ On-the-Job Training
- ◆ Job Search Placement and Assistance
- ◆ Dislocated Worker Programs
- ◆ Youth Employment Programs

The Workforce Centers in Dakota County are located in Burnsville and West St. Paul. For more information visit **www.positivelyminnesota.com** or call the Burnsville Center at 952-895-7600 or the West St. Paul Center at 651-554-5955. Eligibility may be required for certain programs.



Dakota County Employment & Economic Assistance

The Department of Employment and Economic Assistance administers financial assistance programs and support services to county residents to assist them in achieving and maintaining economic self-sufficiency. The following services are provided:

- ◆ Cash Assistance
- ◆ Child Care
- ◆ Emergency Assistance
- ◆ Employment
- ◆ Food Support
- ◆ Health Care
- ◆ Housing
- ◆ Paternity & Child Support Services

For more information about select health and family services visit www.co.dakota.mn.us or call the Department of Employment & Economic Assistance at **651-554-5611**.

Dakota County Social Services

Social Services provides assessment, investigation and case management services to people who are vulnerable due to age or disability.

Child protection (abuse or neglect), children's mental health, child care licensing, foster care licensing, adoption, minor parents and truancy programs are located at:

Western Service Center
14955 Galaxie Avenue
Apple Valley, MN 55124
952-891-7570

Developmental disabilities for children and adults, adult protection/vulnerable adults, adult mental health, chemical health, long-term care/waivered services are located at:

Northern Service Center

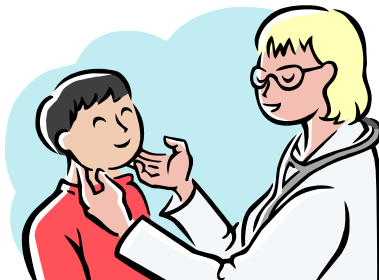
1 Mendota Road West
West St. Paul, MN 55118
651-554-6600

Dakota County Public Health

The Dakota County Public Health Department provides a broad range of services to individuals, families and communities to promote and protect the health of the residents of Dakota County. Services for families include:

- ◆ Pregnancy education
- ◆ Assesses infant/child growth and development
- ◆ Parent support and family health counseling
- ◆ Resources for children with special needs
- ◆ Child and adolescent health screenings
- ◆ Outreach and referral to resources
- ◆ WIC nutrition program
- ◆ Information about low cost health resources

For more information on Dakota County Public Health Programs visit www.dakota.mn.us and select Health and Family or call **651-554-5611**.



CAP Agency

The CAP Agency is a private non-profit organization that provides the following services to residents of Scott and Dakota Counties.

Head Start: A family-centered preschool program designed to provide education, social services, and health and nutrition services to children and their families. Various program options are available to accommodate individual family needs and parent involvement is encouraged.

Head Start Services are voluntary and are provided at no cost to eligible families. Head Start eligibility is based on income, age and individual child and family needs. For more information call the CAP Agency at **651-322-3500**.



Energy Assistance Program: The Energy Assistance Program (EAP) provides grants to help pay residential heating bills. Additional funds are available for energy crisis situations and energy-related repairs. Information on energy conservation practices is also offered.

The EAP funding runs October 1 - May 31. Applicants are encouraged to apply early, however, funds are not guaranteed to last the entire year.

For income limits, more information and/or to request an application call the CAP Agency at **651-322-3500** or visit www.capagency.org.

360 Communities

360 Communities (formerly known as the Community Action Council) is a non-profit organization dedicated to helping families in crisis get back on their feet. All families and individuals can access 360 Communities services.

360 Communities is able to provide holistic, long-term services for families and the community because all staff are trained to provide basic assistance in a multitude of areas including: food, financial assistance, child care, child neglect and maltreatment, domestic violence, sexual assault, safety planning, mentoring partnerships and school success.

360 Communities Neighborhood Based Family Support Service helps people reach financial independence by working with families on a variety of issues, including:

- ◆ Affordable Housing
- ◆ Child Care
- ◆ Community Isolation
- ◆ Domestic Violence
- ◆ Financial Crisis
- ◆ Food Emergency
- ◆ Job Loss
- ◆ Sexual Assault
- ◆ Unemployment
- ◆ Language or Cultural Barriers
- ◆ Welfare to Work Transition

Neighborhood-based family support workers give people the support, resources, encouragement and long-term follow-up that can change their lives. They help families identify their problems and implement solutions by setting goals and promoting responsibility.

Emergency Food Shelf Services: 360 Communities operates six food shelves located throughout Dakota County including locations in Burnsville, Eagan, Farmington, Lakeville and Rosemount.

If you need access to a food shelf, call **952-985-5300**.



For a complete list of services that 360 Communities provides, visit their Web site at **www.360communities.org** or call **952-985-5300**.



Hillside Gables, Mendota Heights



Erin Place, Eagan



Scattered Site Home



Scattered Site Home



Lafayette, Inver Grove Heights



Marketplace, Hastings

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