



Dakota County  
Community Development  
Agency

# Senior Housing Resident Handbook



*Mississippi Terrace,  
Hastings*



*Parkview Plaza,  
Mendota Heights*

## **Important Phone Numbers**

<b>CDA Main Number</b>	<b>651-675-4400</b>
<b>CDA Website</b>	<b>www.dakotacda.org</b>
<b>Work Orders</b>	<b>651-675-4506</b>
<b>After Hours Emergency Work Orders</b>	<b>952-988-3931</b>
<b>CAP Agency</b>	<b>651-322-3500</b>
<b>360 Communities</b>	<b>952-985-5300</b>
<b>Dakota County Social Services</b>	<b>651-554-6000</b>
<b>Dakota County Employment &amp; Economic Assistance</b>	<b>651-554-5611</b>
<b>Dakota County Public Health</b>	<b>651-554-6100</b>
<b>DARTS</b>	<b>651-455-1560</b>
<b>Transit Link</b>	<b>651-602-LINK <i>Option 3</i></b>
<b>Metro Mobility</b>	<b>651-602-1180</b>
<b>Senior Linkage Line</b>	<b>800-322-3500</b>
<b>Fruit of the Vine</b>	<b>952-595-5980 <i>x108</i></b>
<b>Store to Door</b>	<b>651-642-1892</b>

**Property Manager:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Site Attendant:** \_\_\_\_\_

**Back Up Site Attendant:** \_\_\_\_\_

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## **Introduction**

Welcome to your new home with the Dakota County CDA. We are pleased to welcome you into your new community.

This Resident Handbook is designed to provide you with useful information that will help answer questions as you settle in and become acquainted with the building and the neighborhood.

Please refer to this information throughout your residency, as needed, and do not hesitate to visit with your Property Manager if you have follow-up questions about anything contained in this handbook.

Thank you for choosing to live in a CDA senior housing community.

### **CDA Business Hours**

The CDA office is open Monday through Friday from 9 a.m. to 4 p.m. The CDA is closed on weekends and the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving (and day after)
- Christmas Eve
- Christmas Day

When the holiday falls on a Saturday, it will be observed on Friday. When the holiday falls on a Sunday, it will be observed on Monday.

Office hours at your individual building are set by the Property Manager and are posted on the office door. If you would like to schedule an appointment outside of posted office hours, please contact your Property Manager.

## **After Hours Emergencies**

The CDA considers an emergency to be a situation where people will be hurt and/or property will be damaged if the problem is not fixed immediately.

Examples include:

- Fire (call 911 first)
- Flood
- Sewer and sink back ups
- Lack of heat
- Gas leaks (call gas company first)
- Loss of power (call electric company first)
- Elevator down

If there is an emergency in the building or your apartment in the evening/overnight (between 4 p.m. to 8 a.m.), or on a weekend or holiday, call 952-988-3931 and report it. **Please do not call this number for non-emergency repairs or during the week between the hours of 9 a.m. to 4 p.m.).**

Our answering service will take the information and make sure it is given to the Maintenance Technician and/or Property Manager who is on-call. Please provide as detailed and accurate information as possible so we can respond in the most appropriate and timely manner.

## **Work Orders for Repairs**

From time-to-time you may find something in your apartment that 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 our buildings.

To report a work order, call **651-675-4506** or email **workorders@dakotacda.org** and report what needs to be repaired. Please leave a detailed message with enough information to submit a work order request.

Most work orders are completed in just a few days. Please report work orders right away. The sooner we know about a needed repair, the sooner we can fix it.

You must call in a work order before work will be completed. Please do not stop your Maintenance Technician in the hallway to tell him about a repair. ***Maintenance Technicians are not allowed to complete work without a properly dispatched work order.***

Residents can be held responsible for damages caused by neglecting to call in a work order.

Maintenance Technicians have up to 5 business days to respond to the work order, unless it is categorized as urgent or an emergency. You are not required to be home; the Technician will leave notice at your unit that he was there, and the status of the work order.

## **Common Rules**

The following are rules that apply to common situations which come up from time-to-time at our buildings. 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 do not leave your windows open. Windows should remain closed and locked when you are not home. Your heat should remain on and set at a minimum of 60°F. Heat pipes freeze and burst when windows are left open in cold weather, potentially causing thousands of dollars worth of damage. Pipe bursts can be avoided by keeping your windows closed. If damage occurs due to a window being left open, you will be responsible (and charged) for the damage.

During the cooling season, please do not prop apartment doors open. Your air conditioner should be used to cool your apartment rather than relying on cool air from the hallway. Propping apartment doors open is a violation of the fire code.

If you have a dripping faucet or toilet that runs constantly, please call in a work order right away.

### **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.

Approved animals must abide by all rules listed in the



Companion and Service Animal Addendum, which includes, but is not limited to:

- Animals must be leashed, accompanied, restrained, and kept close to their owner at all times when outside the unit.
- Resident is responsible for the immediate disposal of animal waste inside and outside the unit.
- Cat litter and/or animal feces must be bagged and tightly sealed before disposing of it down the trash chute.
- Animals cannot be left unattended in vehicles.

### **Pest Extermination**

Small amounts of common household pests such as ants, spiders, boxelder bugs, and lady bugs are normal and can be expected in Minnesota. However, infestations of more damaging and aggressive insects or rodents are of great concern.

It is the resident's responsibility to promptly report any infestation of bedbugs, cockroaches or mice and other rodents to the CDA. These infestations, if left untreated, can spread to adjacent areas and be quite costly and difficult to resolve.

Should it be discovered that the resident was negligent in promptly reporting such infestation, the resident may be held responsible for the full extermination costs.

### **Smoking/Non-Smoking Policy**

All CDA properties are smoke-free buildings; smoking is prohibited in all areas of the property including: individual apartments, common areas, parking lot, underground garage, and building grounds.

### **Appropriate Behavior & Attire in Common Areas**

Please be respectful to your neighbors when in common areas of the building. Everyone has a different comfort level with social behavior. To avoid offending others, please act responsibly, refrain from gossip and bullying behavior, use appropriate language, and dress tastefully. Use good judgment in your attire. Bare feet, stocking feet, pajamas and bathrobes are not appropriate to wear in common areas, which includes the main lobby, community rooms, and hallways.

### **Conflict Between Residents**

Residents may sometimes have conflicts with other residents. As a good neighbor, it is better that you try to deal with the conflict directly rather than getting your Property Manager involved. Typically, the resident being addressed is appreciative that the issue was brought to their attention and will remedy the situation. In those rare instances where this is not the case, please contact your Property Manager with your complaint.

### **Use of Community Room, Club Room & Kitchen**

Residents are permitted to use the Community Room, the Club Room or the kitchen spaces for private events such as birthdays, holidays, card clubs or family gatherings. Each building has a sign-up and reservation system in place. Please follow the procedure in place at your building when you want to reserve the space(s). The resident who reserves the room must be present during the entire event.

The Property Manager will address any conflicts or disputes resulting from reservations. You are responsible for leaving the room in the condition that you found it. You will be charged for any additional

required cleaning time to return the room to its original condition.

Residents may not reserve the room for a public event unless it is pre-approved by management. This would include political, religious, business meetings, and garage sales or markets of any kind that would be open to the general public.

Please do not enter these spaces if a private party is using the room.

### **Community Grills**

Your building may have a grill on site for resident use. It is expected that residents clean the grill immediately after use. The Dakota County CDA determines placement of the grill; it may not be moved. Private grills, including charcoal grills, are not allowed.

### **Decorations Outside Your Apartment Door**

Residents may personalize their entry area in the hallway. For safety and aesthetic reasons, we do place some limits on decorations permitted.

Most apartments have a shelf provided that you are free to decorate as you wish. No nails or taped items can be hanging from this shelf.

For all buildings constructed after 2017: The CDA has designated one nail to hang a wall decoration. These nails may not be moved or adjusted. Your decoration must be of an appropriate size for the wall and is limited to one item.

Nails, hooks, and other hanging accessories that permanently alter the door are not allowed. Residents are allowed one over-the-door hook to hang a door wreath, but no nails or temporary hooks are permitted on the door itself.

Additional prohibited items are as follows:

- No handwritten notes are to be posted in your designated alcove.
- No magnets are allowed to be on your exterior door frame except those provided by the CDA for memo distribution and the optional service animal magnet.
- No peel-off stickers.
- No live cut wreaths.
- No holiday/seasonal garland, lights, streamers, etc.
- No floor items including door mats, boot trays, shoes, or slippers.

If you are unsure whether a decoration is appropriate, please consult with your Property Manager. Property Management has the discretion to require residents to remove an item that may be inappropriate (including during the holiday season).

For all other buildings constructed prior to 2017, when common area repainting/alcove repainting occurs, the building will follow the rules for door decorating with one nail designated to hang decorations.

### **Decorations in Building Common Areas**

The CDA works with an interior decorator to design a consistent aesthetic environment in all of our buildings. Additional decorating by residents in common areas is prohibited. This includes all lobby and lounge areas, fireplace mantels, hallways, coffee tables and sofa tables. Do not move or take down items located in common areas of the building without management approval.

Holiday decorations are allowed during December. These decorations must be approved by the Property Manager and need to be removed by January 15.

### **Resident “Wanted or Free Items”**

Some of our properties have a “Wanted or Free Items” list posted on communication boards. These transactions are not monitored by the CDA, nor required. Depending on the building, there may be a designated area for such items. These areas are determined by management, and donations are limited to small household items (no appliances), and non-perishable, unexpired foods. All items must be removed within three (3) days of placement. This opportunity may be revoked if residents fail to properly maintain the designated area.

### **Donating Items for Community Spaces**

Residents often wish to donate an item to the building such as a piece of art, furniture, piano/organ, exercise equipment or television. While we appreciate the gesture, the CDA does not allow donated items to be placed in common areas. The CDA will remove or dispose of items that have not been approved.

### **Storage Lockers & Garage Stalls**

Residents with storage lockers outside of their apartment must provide their own lock. These lockers are meant to store items such as holiday decorations and other seasonal non-food items that are not used on a regular basis.

The CDA is not responsible for theft or damage to any of the items you store in your locker. We recommend that you keep items off the floor or in plastic containers in case of a water emergency.

Your garage space should be used exclusively for parking your automobile or motorcycle. Stalls cannot be rented or sublet to anyone outside of your residence.

Residents may not store any personal items in the underground parking garages. This will assist in pest control, fire safety and contracting clean up. Walkers or folding shopping carts may be left while you are shopping or away from the building,

If your vehicle is leaking oil, please park outside. Oil leaks need to be fixed immediately. Washing or working on vehicles is not permitted in the garage or parking lot. All vehicles in the garage have to be properly registered with current license tabs.

Always lock your vehicle. Do not leave any valuables in your vehicle.

**Bicycle racks** are for resident bicycles only. Bicycles must be in operable condition. The CDA is not responsible for theft or damage.

### **Recycling**

Each building has recycling containers in the garage available for resident use. We encourage residents to recycle to the greatest extent possible. By recycling, you help reduce the amount of trash that goes to landfills.

Please follow any directions on the recycling containers regarding what is acceptable for recycling at your building.

- Note: A common mistake is plastic bags. No plastic bags are allowed in the recycling dumpsters. These will contaminate the entire container.

Dakota County residents can recycle numerous electronics, household items, household chemicals, hazardous waste and other items at *The Recycling Zone* located at 3365 Dodd Road, Eagan. Additional

information can be found on page 33 of this handbook.

### **Laundry Equipment**

The CDA provides laundry equipment in each building for resident use only. Guests of residents should not use the laundry facilities other than to provide assistance to a resident in washing their personal clothing/linens.

As a courtesy to others, please do not use all of the laundry machines at once. Please follow the laundry room hours and rules posted in your building.

Common laundry room rules require that you remove lint from the dryer after every use and wipe up detergent spills. Empty detergent bottles should be disposed of in your personal apartment trash or recycling.

If you are using a front-load washer or high-efficiency machine, please follow usage instructions including use of appropriate detergent.

If you are using laundry detergent pods, do not put them in the dispenser. They must be tossed into the wash machine drum with the clothing. Pods will clog the dispensers, which leads to costly repairs and causes the machines to be out of service.

### **Building Flowers & Gardens**

Flowers are purchased annually by a resident committee for outside the building. Any resident-owned flowers, pots, vegetable plants, and decorations are prohibited in common areas. The CDA will remove and dispose of any unauthorized plants or decorative items inside or outside the building.

Some buildings have garden spaces available for residents. Gardening is permitted in these areas only. Please do not plant anything outside of designated garden spots. This includes the placement of decorative items such as lawn ornaments, bird feeders and wind chimes.

### **Snow Removal & Parking Lot Maintenance**

There are times when it will be 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.

### **Role of Building Site Attendants**

Building Site Attendants are residents employed by the CDA. The role of the Site Attendants is to provide general building upkeep (such as common-area cleaning) and to meet with contractors or vendors at the request of management.

Site Attendants are not responsible for maintenance work, caring for residents, or settling resident disputes. Site Attendants are also not allowed to enter or allow others entrance into any units. Residents should not reach out to Site Attendants; if you have a question or concern and don't know who to call, it is best to start with your Property Manager.

### **Social Committees**

Buildings can form a social committee with the express purpose of fostering positive interactions among residents. We believe that creating opportunities for neighbors to connect and engage in



various activities can lead to a stronger and more vibrant community. A formed and functioning committee will receive a \$200 annual contribution from the CDA to be used at their discretion as voted on by residents. To receive this contribution, a bank account must be opened by the committee with two resident names on the account. Social functions are to provide entertainment, educational opportunities, and fun social gatherings for all residents.

These committees do not act as a resident board, and are not to interfere or interject with the management of the building. Building issues, resident issues, and general management concerns should be redirected to management.

Should a committee overextend their responsibilities or if gatherings become contentious within the property, the CDA reserves the right to dissolve the committee.

## **Guests**

Guests or visitors may stay in a unit up to 15 days per guest, per calendar year. Upon showing of special circumstances or need, your Property Manager may extend this period for a reasonable additional time, not to exceed 30 days per calendar year.

If your household composition is scheduled to change, for example, if someone is planning to move in or out of your home, please let your Property Manager know right away. Only those who are listed on your lease are allowed to be living in your home.

### **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, RVs, ATVs, campers, and moving pods.

### **Guest Responsibility**

You are responsible for the actions of your guests while they are at your home and on the building grounds. You are obligated to make sure your guests follow the rules, including anything that would disturb or endanger other residents.

# **Safety & Security** **Information**

Buildings provide controlled access to protect the building and all residents. By being an active partner with CDA management and your local authorities, you can help ensure a safe and secure home for everyone. If something or someone seems out of place, follow your instinct and report what you see.

## **Opening the Door for Strangers**

While it is understandable that you may see someone who visits the building regularly and feel comfortable opening the door for them, it becomes problematic because the resident does not know when their visitor has arrived. In fact, they may not be accepting guests at that time. It is always best to allow the resident a chance to speak with their guests and personally allow access to the building.

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 visitors to contact the resident they have come to see. To maintain a secure home, it is important that all visitors gain access to the building using the entry phone system. This guarantees that a resident has spoken with their visitor and authorized access to the building.

Should you allow entry, you have taken responsibility for that individual. The Site Attendant should not be contacted for building access.

## **FOBs (Keys)**

When you signed your lease, you were given FOBs (keys) to the building and your apartment. It is very important that you notify your Property Manager immediately if your FOB is lost or missing for any reason. You are responsible for what happens to your FOB. See your Property Manager to request new or extra FOBs (residents will be charged a fee). The CDA limits the number of FOBs given to residents to four (4).

If a FOB is lost, you will need to bring your Property Manager all of your FOBs to determine which one to de-activate.

- Note: These instructions will be different for buildings with Yale locks.

When you touch your FOB to the left circle on the lock pad, the lock will blink green and you will be able to unlock the deadbolt. If you notice that the lock blinks red 3 to 4 times before turning green, this is an indication that it is time to change the battery in your lock. Call in a work order right away so that you do not get locked out of your apartment.

## **Garage Door Openers**

If you park your vehicle in the garage, you are given a garage door opener. You should treat this opener just like you would a key to your building or apartment, as it permits access to the building. Contact your Property Manager if you need a new battery for your remote. If you lose or misplace your garage door opener, let your Property Manager know right away.

Always lock your vehicle. Do not leave any valuables in your vehicle.

### **Garage Door Open and Close**

When entering or exiting the garage, please proceed to the entrance as soon as the door is starting to open. Garage doors are programmed to give the resident ample opportunity to enter and exit.

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 that no one enters through the open door. Following this procedure will help ensure the safety of the building and your neighbors.

If you see anyone attempting to enter the garage behind you without a remote, or see suspicious activity, please call 911 and then contact your Property Manager as soon as possible.

### **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 person to enter.

CDA staff are required to lock all doors when exiting a unit. If CDA staff enter your apartment for a work order, inspection, or other business reasons, they are required to lock the door upon their exit, whether the door was unlocked or locked upon their arrival. This is an industry standard practice. It is extremely important that you always take your FOB with you, as you may return home to find your apartment door locked.

### **Do Not Prop Doors Open**

Please do not prop open any exterior building doors or your apartment door. It can be tempting to place an object in the door when you have forgotten your keys, but by propping open the door, you have defeated the purpose of the secured building entrance.

Similarly to how you would not leave your apartment door open when you are away from it, you should not leave any of the building doors open. We advise that you get in the habit of taking your FOB with you when you leave your apartment. Then you won't find yourself in a situation where you are tempted to prop open a door.

### **Handicap Accessible Automatic Door Openers**

Some of the doors are equipped with automatic openers that open the door for those individuals who need assistance. 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 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 do not need the assistance of the automatic door opener, it is best to manually open the door and allow it to close directly behind you.

### **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 have finished 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, make sure to close and lock your windows when you leave your apartment.

### **Fire Systems and Building Evacuation**

All CDA buildings have fire detection and suppression systems which are monitored by a contracted 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.

In the event of a fire, you should evacuate the building according to the evacuation routes found on each floor in the elevator lobby. Do not use the elevator; use the stairs located at either end of the hall. Once outside, you should gather in a central area a safe distance from the building and follow any instructions you are given by Fire Department personnel on the scene.

If you are unable to evacuate, you should stay in your apartment and wait for Fire Personnel to come and get you. It will help if you can call 911 and inform them of your situation and your apartment number.

If you are able to do so safely, you can call the CDA's after hours answering service at 952-988-3931 and report the fire.

### **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 weather radio during these situations so that you can monitor the weather reports and are prepared if the power goes out.

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 hours answering service at 952-988-3931 and report it.

### **Renter's Insurance**

The CDA highly recommends that you purchase a renter's insurance policy to protect your personal belongings in the event of a building disaster such as a flood or fire. The CDA is not liable for damage caused to personal belongings stored in any area of the building (apartment, storage locker, or garage).

Residents are held responsible for the CDA's insurance deductible in the event that they are the cause of a flood or fire, etc. An insurance policy is very affordable and will typically replace your personal belongings and pay for the CDA's insurance deductible (if the issue is deemed the resident's responsibility).

### **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 operator. They will take your information and dispatch an elevator technician to rescue you and make any necessary repairs or adjustments to the elevator.

CDA staff are not allowed to access elevator pits in case of fallen keys. You will be charged the service fee if the elevator company has to respond to retrieve your items prior to their scheduled monthly preventative service date.

### **Inoperable Elevator**

The CDA will respond as quickly as possible to a report of an inoperable elevator and will contact our elevator repair company if needed. Elevator repairs are made as quickly and efficiently as possible to get the elevator back up and running with as limited amount of inconvenience to our residents as possible. However, sometimes elevator repairs can require ordering parts or supplies that can take additional time. Residents should have a plan in place if the elevator is out of order.

### **Fair Campaign Practices Act**

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 can solicit door-to-door and they are permitted to leave flyers and host meetings in common spaces such as the community room, so long as the proposed time does not conflict with any other scheduled use of the space.

Candidates must contact the building Property Manager to arrange a time to be let into the building and, if possible, a note will be posted to alert residents

about the upcoming visit. During the course of the campaign visit, residents are in no way obligated to allow candidates or any campaign staff into their individual apartments.

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

### **Prepare for Your Unit Inspections**

You will have a housekeeping inspection every year and possibly other compliance inspections, depending on where you live. Inspections are intended to ensure the safety of all residents, as well as, to protect the property from extraordinary wear and tear, or neglect.

During the inspection, we are looking for maintenance items and situations which may harm you or be unsafe, such as blocked egress, broken appliances, tripping hazards, and unsanitary conditions involving food and cleanliness. To prepare for your inspection, make sure to call in work orders throughout the year when things arise, rather than waiting for your inspection.

The following is a list of maintenance items and commonly found violations:

General:

- Leaky sinks, shower faucets or pipes
- Running toilets, loose toilets
- Bent or broken window blinds
- Torn window screens
- Windows that do not open, close, lock or latch
- Smoke detector disconnected or batteries beeping

- Stove burners not working
- Tripping hazards: electrical cords, frayed carpet or vinyl
- Extension cords: not allowed as a permanent electricity source (i.e. overhead lighting)

Fire Hazards:

- Dirty stoves covered in grease or debris
- Drip pans covered in grease or debris
- Aluminum foil wrapped around drip pans or used inside the oven.
- Cookware stored on the stovetop or in the oven
- Egress; must be a pathway to every window
- Bedroom door must close and latch

This is not an exhaustive list. If you have other work that needs to be done, please submit the work order as soon as possible.

### **Window Air Conditioning Units**

Fire code does not allow window air conditioning units to be installed due to egress.

## **Senior Services & Resources**

There are many resources and community services available to Dakota County seniors.

### **Senior Nutrition (CAP Agency)**

Senior Nutrition is offered through the CAP Agency at the buildings listed below:

- Oakwoods (Eagan)
- Vermillion River Crossing (Farmington)
- Carmen Court & Cahill Commons (Inver Grove Heights)
- Winsor Plaza (Lakeville)
- Parkview Plaza & Village Commons (Mendota Heights)

Meals are delivered most weekdays, depending on the building.

Reservations must be made 7 days in advance by completing a registration form with CAP Agency staff either at the site or by phone.

For more information about this program, call the CAP Agency at 651-322-3500, or visit their website at [www.capagency.org](http://www.capagency.org).

### **360 Communities**

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

- Affordable Housing
- 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 food shelves located throughout Dakota County including locations in Apple Valley, Burnsville, 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, call 952-985-5300 or visit their website at [www.360communities.org](http://www.360communities.org).

### **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 these services visit [www.co.dakota.mn.us/Departments/EEA](http://www.co.dakota.mn.us/Departments/EEA) 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.

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 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.

For more information on Dakota County Public Health Programs visit [www.co.dakota.mn.us/HealthFamily/HealthServices](http://www.co.dakota.mn.us/HealthFamily/HealthServices) or call 651-554-6100.

### **Prescription Drug Drop-Off Program**

A drop off station for unwanted medications is available at each police department in Dakota County. Medications are accepted in any form, including prescription, over-the-counter, and pet medications.

Place bottles or containers in a clear plastic bag. Use a marker to cross out your name and information. Do not cross out the name of the medication. For medicine that is no longer in its original container, place the capsules in a clear plastic bag and label with the name of the medicine. Needles, sharps, and thermometers are not accepted.

For more information and a list of locations, visit [www.co.dakota.mn.us](http://www.co.dakota.mn.us) or [www.dakotacounty.us](http://www.dakotacounty.us) and search for Recycling Guide. Type in "medications"; places to drop off and hours will be displayed.

### **Transportation**

**Transit Link** - This metro-wide, 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 Metro Mobility ride.

**MVTA** - The Minnesota Valley Transit Authority (MVTA) has five transit stations in Dakota County (Apple Valley, Burnsville, Eagan, Lakeville and Rosemount). For fare and route information visit [www.mvta.com](http://www.mvta.com) or call 952-882-7500.

**DARTS** - DARTS Direct and DARTS Select offers personalized, flexible ride services for seniors. For fares and information, visit [www.dartsconnects.org](http://www.dartsconnects.org) or call 651-234-2272.

### **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 and light meal preparation.

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](http://www.darts1.org).

### **The Recycling Zone**

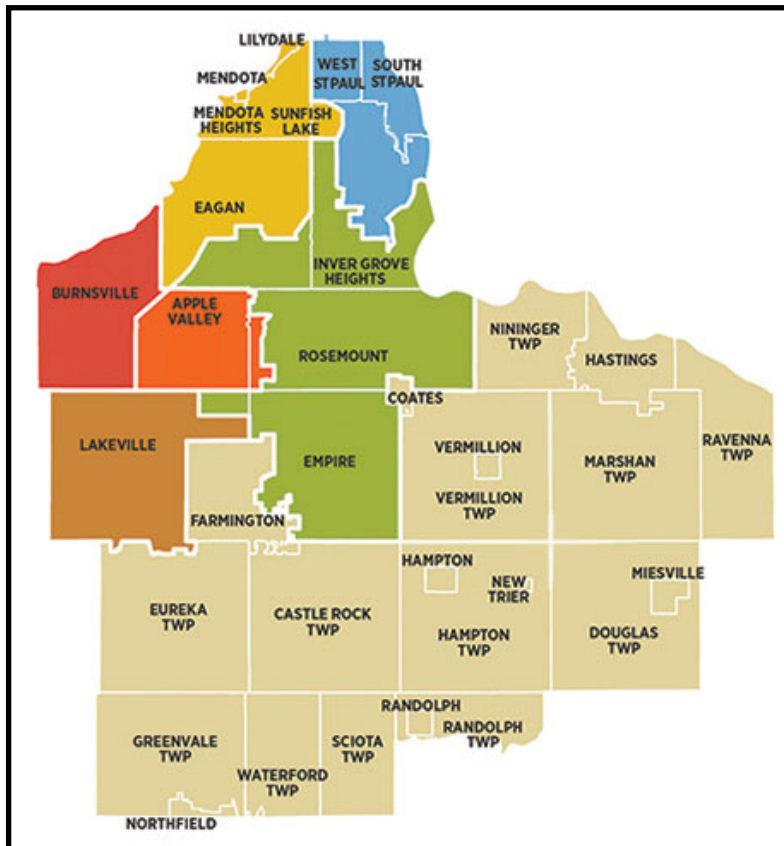
Recycling for Dakota County Residents can be found at the Recycling Zone located at 3365 Dodd Road in Eagan. 651-905-4520.

Materials accepted include most household electronics, items, recyclables, and chemicals and hazardous waste.

Please visit [www.dakotacounty.us](http://www.dakotacounty.us) or call 651-905-4520 for full details of items accepted and any fees.



# Dakota County Map



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*Thompson Heights, South St. Paul*



*Vermillion River Crossing, Farmington*



*Eagle Ridge Place, Burnsville*

**Dakota County CDA  
1228 Town Centre Drive  
Eagan, MN 55123  
651-675-4400  
[www.dakotacda.org](http://www.dakotacda.org)**

2023