

Chateau Student Housing Cooperative, Inc.
425 13th Avenue SE Minneapolis, MN 55414



The Chateau

Student Housing Cooperative
Member Handbook

2014

Chateau Mission Statement

“By using cooperative principles we provide affordable, high-quality housing to a student community in a way that supports the members, promotes involvement and strives for an open, diverse membership that feels a sense of empowerment in community.”

Riverton Mission Statement

“To develop and maintain quality, student-oriented housing communities operating on a democratic, non-profit basis.”

Disclaimer

It is important for you to understand the contents of this book. It contains the policies which you are held responsible for as a member of the Chateau.

The Chateau Student Housing Cooperative (C) 1995

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Disclaimer: Although the Policy Committee took great care in the production of this Handbook, we do not offer or imply any guarantee regarding the accuracy of this document -. Copies of the official Chateau documents referred to within this Handbook are available at the Riverton Office.

The Membership Handbook is a general guide to the policies of the Chateau Student Housing Cooperative. Since all policies are subject to review and change at monthly board meetings, the status of any specific policy in this handbook at any particular time cannot be guaranteed. If any item contained in this Handbook is in conflict with the Occupancy Agreement (also referred to as the Lease), the Occupancy Agreement shall govern. Contact the Riverton Office with specific questions about the current status of any particular policy

Contents

Section	Pages
History.....	6
Organizational Structure.....	7
Membership at the Chateau.....	10
Your Lease and Related Policies.....	11
Your Apartment.....	18
Common Spaces.....	26
Appendix: List of Topics by Section.....	34
Emergency Contacts, Utilities Contacts.....	36

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For up to date info on the co-ops visit our Blog
rivertoncommunity.wordpress.com

To Contact the Board of Directors:
ChateauBoard425@gmail.com

Office Hours
Monday - Friday
9-12 & 1-3
Except Wednesdays: Open
9-12, Closed after Noon

425 13th Ave SE
Minneapolis, MN
55414

Hi!

Welcome to the Chateau Housing Co-op.

As you may have heard, the Chateau is a cooperative organization. This means that as a resident-**member you've got great privileges and responsibilities!**

At the core of cooperative principles is democratic governance. So the most basic privilege and responsibility is to elect resident-members who you believe will provide good leadership for the building!

This Handbook is designed to introduce you to the co-op, answer some of your questions, and make participation in the co-op accessible to you.

History

The Chateau started out as a dining co-op in Dinkytown back in 1939. As a dining co-op the Chateau provided weekly meal plans for students and community space along with a reading library and games like table tennis.

In the 1960s the construction of 35W created a large housing shortage in Dinkytown. At the same time fast food was **taking much of the Chateau's** business. This prompted the Board of Directors, comprised of students, to devise a plan: provide affordable housing in a high-rise building using their cooperative model to empower students.

Through local, state, and federal agencies, the Chateau board got a \$3.2 million loan from the Department of Housing and Urban Development (HUD) to construct the building. In 1973 the Chateau opened its doors to its first resident-owners.

In its new form the Chateau set out to accomplish a brand new mission:

"By using cooperative principles we provide affordable, high-quality housing to a student community in a way that supports the members, promotes involvement and strives for an open, diverse membership that feels a sense of empowerment in community."

-Chateau Mission Statement

In the 1990s the Chateau Board of Directors was determined to spread the cooperative model throughout Dinkytown, so they started a non-profit, which eventually took on the name Riverton Community Housing.

Since its inception, Riverton has purchased 4 other properties and converted them to leasehold cooperatives: Marcy Park Student Housing Cooperative, Marshall Student Housing Cooperative, Franklin Housing Cooperative and 4th Street Cooperative.

Organizational Structure

Board of directors

The Board of Directors consists of 16 resident-members chosen by annual vote of all resident members at the Annual Meeting. Once the board is elected, the board members elect their officers – the President, Vice President, Secretary, and Treasurer.

The board meets once a month and hears reports from officers, staff, and each committee chair in addition to other business. **All meetings are open to all members! At each meeting there is an “open mic” section, where anyone is free to make suggestions, submit proposals or otherwise express themselves to the board.**

The board makes all operational decisions for the cooperative, from rent prices to activities around the building. If you’re curious, please come to the next board meeting – notice of meetings will be posted around the building.

Annual General Meeting (AGM)

The Annual General (AGM) is the co-op’s yearly business meeting. This is where the members (all residents) elect a new Board of Directors, in addition to other business like financial reviews and the president’s “State of the Co-op Address.”

The meeting is always sometime in January, be there or be square!

All residents are expected to attend. This is the most basic way to get involved with the co-op! Be sure and cast a vote!

Committees

Most of the Board's research and discussion begins within one of the three standing committees. All three committees meet every month, unless there is no business on the agenda, and all residents are always welcome.

Meeting dates will be posted around the building and on the Blog. (rivertoncommunity.wordpress.com)

Policy Committee - the policy committee is responsible for recommending policies, regulations, and by-law edits.

Education and Development Committee (E&D) – coordinates programs for member education and cooperative activities.

Finance and Operations Committee (F&O) – oversees long and short term fiscal policy and recommends operational improvements for the building.

The board may, at any time, assemble a new ad hoc committee to address specific needs on a case by case basis.

Relationship with Riverton

The Chateau and Riverton have unique business relationship. The Chateau leases floors 2-18 from Riverton. So in a sense Riverton is the landlord of the cooperative. Yet, the Chateau Board is the governing body of the cooperative who in turn leases their individual apartments to you, the members.

Additionally, the Chateau has a contract with Riverton to serve as a property management company, so that neither the board, nor the members have to worry with the day to day business of operating the building, marketing apartments, or collecting rent.

Membership at the Chateau

Eligibility

For in depth information on eligibility requirement please contact our office or visit our website to find the Resident Selection Criteria form, which details the specific requirements.

Generally, any student at the University of Minnesota or other college may live at the Chateau. A student is defined as someone presently enrolled at an accredited institution of higher learning with 12 completed semester credits, or equivalent, per year.

Membership Fee

New Member dues cover the cost of becoming a Member of the Chateau, which includes membership in other non-profit organizations such as NASCO (North American Students of Cooperation). The amount of the dues is set by NASCO and may change from time to time.

Paying these dues qualify you to vote in the election of the Board of Directors held every January for the duration of your residence at the Chateau.

Participation in Governance

The co-op, like everything, is only as strong as the sum of its parts. In other words, the co-op is what the residents make it, so participation is key to maintaining a vibrant community! Get involved! Attend meetings!

Residents Get Paid for First Board Meeting!

Residents even get paid for the first meeting they attend! Be sure and talk to the President at the meeting to receive your Per Diem!

Your Lease and Related Policies

Your Lease

Your lease is the legal document that defines your relationship with the Chateau. It is EXTREMELY important that you understand all of the terms! Be sure and read every word because you are legally obligated to uphold the agreements laid out in the lease!

Feel free to stop by the office to ask any questions you have concerning your lease.

Check-in Procedures

At your scheduled lease signing and key pick up staff will show you to your unit and answer any questions you have at move in.

Each vacated apartment is inspected before the new Members move in. You should inspect the apartment upon moving in and if there is a concern regarding the condition of the apartment, bring it to the attention of the office immediately. If concerns are not reported within three working days, the office will file their inspection and will use it for evaluation of the apartment at move-out time.

Rent Payment

Rent is due on the first of the month. If rent is not received in full (meaning all rent, parking, fines, etc.) by 8 A.M. on the business day following the 5th day of the month, a late fee equivalent to eight percent (8%) of your balance (up to \$50) will be added to your account.

Rent is payable to “Chateau Cooperative” and can be paid in the Chateau office or in the drop box located in the Chateau lobby. Rent payments must be in the form of a check or money order only. Your payment **MUST** include your **APARTMENT NUMBER** to ensure it is applied to the right account.

Cash is not accepted.

NSF (non-sufficient funds or “bounced”) Checks carry an automatic \$20 charge, which is added to the apartment balance.

The Chateau does not recognize rent partitioning (the legal obligation of roommates to pay only "their" portion of the rent). The Chateau only recognizes the amount of rent an apartment owes or should be credited. Late payments, debts, fines, damage, or credits will be assessed to the apartment, not just one person who lives within the apartment.

If you are having problems paying the rent, please make arrangements with the office before you get too far behind. With rent issues, the Chateau does not evict by Member, but by apartment. If the office files for eviction of your apartment your apartment is responsible for paying the full cost of the filing fee in District Court, along with associated legal fees.

Fees and Charges

All credits, charges, and fines, without exception, are billed or credited to the apartment, and not the individual Member. Under certain circumstances residents will be held responsible for repair costs. In this case check with the management regarding the current hourly rate for repair, cleaning and administrative charges. If outside contractors are needed, the rates charged by the contractor may apply. You will be notified of fines, charges, and fees as they occur.

The First 6 Months

If, under extenuating circumstances, an apartment must be vacated before the six-month term has ended, the Riverton Office will assist in finding a new lessee using the waiting list, if applicable. If the Riverton Office is unable to find a new lessee, the Member-residents who wish to terminate their lease early remain responsible for rent for the duration of their lease.

If an apartment is occupied for less than the six month term, the vacating Member will be charged for the carpet shampooing, window washing, cleaning, and any repairs which are necessary due to damage or neglect. The security deposit will not be returned until the apartment is rented. Any and all charges will be subtracted from the security deposit, but will not be limited to the amount of the deposit. A fee set by the Board of Directors will be charged for the final inspection when a lease is terminated before the six-month lease has ended. In addition, Members will not be eligible for any possible rebate issued by the Board of Directors.

Student Status Check

A student status check is completed every year, usually in spring or summer.

Undergraduates must produce a current unofficial transcript from the past year proving that he or she actually completed at least twelve (12) semester credits (or equivalent) in the past year. Unofficial transcripts may be obtained either from the registrar's office or from the Web. The **ONLY** acceptable internet printout is the document titled 'unofficial transcript.'

The only exceptions to this rule are new students or students who transfer in from another school and are not able to produce a local transcript. They will be required to produce current semester paid fee statements, but only until the next verification.

Incoming students will fall under two categories:

- 1) Incoming students who were admitted less than a year before the last student status check.
- 2) For transfer students admitted to school within the last year, sufficient proof for the exemption is a letter of acceptance, or a bill for tuition from the accredited college.

Graduate students must produce a transcript proving completion of six (6) semester credits within the last year or a letter from their advisor stating that they are making reasonable progress towards their degree. For those who did

not take credits, his/her advisor will be asked to sign an Academic Progress Form proving that they are making reasonable progress towards their degree.

In the case of students attending institutions other than the University of Minnesota, the office will use his/her discretion in determining student status following the intent of the above guidelines as closely as possible.

Failure in proving your status by the posted deadline will result in a fifty dollar (\$50) fine. Failure to provide student status WILL result in a notice to vacate.

Non-Student Spouses

A person who is married to a Member of the Chateau who has met eligibility requirements is considered exempt from the student status qualifications- his/her status being tied to that of his/her partner. Children are also allowed to reside in the Chateau as long as they live with at least one legal guardian who is an approved Member of the Chateau and who meets eligibility requirements.

Guest Policy

Guests staying longer than a week need a written consent form to be signed by all roommates and filed with management. The maximum number of days a guest can stay is 30 consecutive days.

Prospective Members

All prospective Members, including "Change of Roommate" applicants and subleasees, must complete the screening application and pay a non-refundable fee to cover the costs of screening. No one will be allowed to move in before receiving notice of approval from management. Any applicant must meet the criteria laid out in the Resident Selection Criteria form, which is available in the office or on Riverton's website.

Change of Roommate

If you have a roommate moving in or out, you can change your lease by completing a Change of Roommate. This form must be completed and submitted to the office 30 days prior to when the change will occur. Departing

roommates must give a 30-day advance notice. Incoming roommates will need to give at least 30 days' notice to move in.

There will be a \$100 fee charged to Change of Roommate applicants who have not lived in their current apartment for more than six months, or are requesting their 2nd Change of Roommate within 12 months of the 1st Change of Roommate Application. This fee should be paid by the applicant prior to approving application.

Subleasing

A subleasing agreement must be signed by all parties, and approved by the Riverton Office. Failure to do so is a violation of the terms of the lease, and the sub-lessee may be considered a trespasser. Subleases are limited to a period of six months.

Sub-lessees must fill out an application, be approved by the office, and pay the appropriate fees to move into the cooperative.

Change of Roommate vs. Subleasing

The primary difference between these two actions is – a change of roommate releases the leaving roommate from the lease, where as a subleasing agreement adds the sublessee to the lease along with the original tenant. Therefore a sublease is used when the original tenant wishes to return to the apartment before the end of the lease.

For example, you might choose to sublease if you will be gone for the summer or study for a semester abroad, but wish to continue leasing the unit while you are away.

Lease Termination

Either the Chateau or all of the Residents acting may terminate this Lease effective at the end of the initial term by giving written notice of termination to the other party at least sixty (60) days before the end of the initial term. After

the end of the initial term, either the Chateau or all of the Residents acting together may terminate this Lease by giving thirty (60) days' notice.

Check-out Procedures

The **Notice to Vacate** form must be signed by all of the leaseholders and returned to the office as outlined in the Occupancy Agreement. To provide staff with ample time to contact waiting list people, Members are encouraged to give their Vacate Notice as soon as they are certain they are going to move out.

Prior to moving out, you must make appointments for pre-vacate, and final checkout inspections with the office. You and your roommate(s) may be present when their apartment is checked or have a representative present. Move-out charges will be assessed on the basis of damage (other than normal wear and tear) and for unsatisfactory cleaning. The condition of the apartment will be compared with a check-in sheet that may have been prepared when the apartment became occupied.

At the time of the final inspection, determined by the Notice to Vacate, all items should be removed from the apartment and all cleaning completed. Any period of holding over, including any remaining portion of the last day of occupancy, will be charged at a rate detailed in the Occupancy Agreement. At the time of the final inspection, all items or personal belongings left in the apartment, hallways, stairwells, or any other portion of the Chateau, may be considered by the Chateau as having been abandoned by you and may be disposed of at the discretion of the management. You will be charged for the removal and disposal of all items.

Deposit

When your apartment is vacated by all residents, management will determine if any portion of your security deposit must be withheld.

All repair charges at check-out, or any other time, are made on the basis of cost to the Chateau of all time and material, including administrative time and expense. To insure that repair charges are as low as possible when vacating an

apartment, you and your roommate(s) are encouraged to pay particular attention to the guidelines listed on the Vacate Procedures given out by the office. Please address any questions you have to the office staff.

Your deposit will be mailed to the forwarding address you provide to the office within twenty-one (21) days after your lease officially expires. Therefore it is essential that you provide the office with a forwarding address for each member of your apartment so you can receive your security and key deposit.

Security deposits will be withheld and attached to the unit they are associated with until ALL primary lease holders have vacated the apartment. This means that in the case of Change of Roommate or Subleasing the original deposit will not be refunded until all primary lease holders move out. It is up to Change of Roommate/Subleasing applicants to make personal arrangements with the resident they are replacing to coordinate issues concerning security deposits.

Vacate Inspections

The apartment being vacated must be absolutely clean for the incoming Members. Unsatisfactory cleaning by you and your roommate(s) will result in charges. These charges will cover maintenance personnel time, supplies, and incurred office costs.

You and your roommate(s) are charged only for damages or repairs for which they are responsible. You and your roommate(s) are responsible for removing all decorations personal property from the apartment. Walls, trim, carpet, ceiling, and all other parts of the apartment must not be damaged.

Key Return

When you are moving out, you must return all the keys to the office. You and your roommate(s) will be charged for replacement keys and keys not turned in at the end of your lease. If you lose a set of keys a second time the charge for a second set of replacement keys is doubled. If you lose a set of keys more than twice, the charge for replacement keys will remain at the doubled rate.

Your Apartment

Decorating

Please decorate your apartment to make yourself feel at home! However, there are a few things to avoid.

Do not use adhesive materials to hang or display items on the walls of your apartment. The adhesive will leave marks on the walls. Instead use standard picture hangers or small pins or map tacks to hang objects. Your best bet is to contact the office and ask their advice.

Painting or wallpapering the walls, adding door locks or adding additional appliances such as refrigerators, air conditioners, or washing machines, is not permitted unless specifically approved by the office. Approval of such alterations or additions will not be withheld unreasonably, but may be conditional upon the Member's agreement to restore the dwelling unit to its prior condition upon moving out and/or paying a flat rate to cover the cost of utilities that will be consumed by the normal use of the equipment (See "Painting").

Painting

Chateau members may paint their apartment themselves with the approval of Management. You may be required to pay a security deposit as set by the management to protect the Chateau against unsatisfactory work and damaged equipment or property. Paint will be supplied by the Chateau at no charge. Members are required to provide their own brushes and equipment. Chateau staff will inspect work before refunding the deposit.

Internet

There is one Ethernet jack in the living room and in each bedroom. Internet service is provided an outside company. The phone number for technical support is listed on the back page of this handbook. If the wall jacks in your bed

rooms are not working please contact ChateauBoard425@gmail.com – the board has developed a strategy to solve this particular issue.

TV

Comcast provides basic cable TV for all apartments in the Chateau. If you would like to subscribe to premium channels, call the number listed on the back of this handbook.

Members may connect their television via an outlet on the cement wall in the living room. This outlet differs from the cable outlet. The cable outlet has two coaxial cable connecting stems, whereas the antenna outlet has a two screw connections and a single cable plug-in connection. If your television is experiencing reception problems after connecting it to the antenna, report the problem to the office.

Telephone

There is one telephone jack in each room of an apartment. Telephone service is not provided by the Chateau. Members must make arrangements with the phone company for service.

Light Switches

The light switch near the front door of the apartment controls the top socket in one of the electrical outlets in the living room. The same is true of bedroom switches.

Light Fixtures

All apartment light fixtures use fluorescent bulbs for maximum energy savings. You are responsible for bulb replacements, which may be purchased from the Chateau or outside lighting vendors. Contact the Riverton Office with questions about replacing light bulbs.

Circuit Breaker

Somewhere near the kitchen or the front door there is a metal panel door, this is the circuit breaker. This has switches that control the power for different parts of your apartment.

If you have too many appliances running at once you may “flip” the breaker. First unplug some appliances, then locate your circuit breaker. Open the panel and identify which circuit is in between “on” and “off” and flip the switch to the off position, before flipping it into the “on” position.

If everything starts running again – problem solved. If it does not – try unplugging more of your items or call the office to put in a work order.

Water

The emergency water shut off valve is located under each sink and next to the toilet, near the base on the left-hand side: Turn clockwise to shut water off.

If maintenance has to shut off water in part of the building, they will give as much notice as possible. Sometimes, in the case of emergency (i.e. a burst pipe), there is no time to notify residents. Under such circumstances please be patient, maintenance will work around the clock to fix the problem ASAP!

Plumbing

If your toilet is about to overflow – TURN OFF THE WATER! The water shut off is either behind, or next to the toilet.

Do not put anything except water down the sink drains and nothing but toilet tissue in the toilets. Do not put feminine hygiene products in the toilet. Please follow instructions for use of the garbage disposal. If unapproved objects are found to be the cause of a plumbing problem, the member will be charged.

Sinks

If a grease clog occurs, run hot water down the drain. If this does not resolve the problem, use a plunger. Never use chemicals to unclog a sink or drain. The pipes

in the Chateau will be damaged by the use of such chemicals. If you can't unclog the drain yourself, call the office and put in a work order.

Garbage Disposal

Some of the apartments are equipped with garbage disposals. Run hot water when using the garbage disposal. NEVER place solid objects such as bones or silverware in the disposal. Avoid placing large objects like whole food in the disposal. If the disposal stalls, check the reset button on the bottom rear of the machine. If that doesn't work, check the circuit breaker. If you have continued problems, call the office. Never place your hand in the drain of the sink with the disposal or attempt to clear the disposal with your hand. Do not put items such as rice, fish scales, raw vegetables, or bones in the disposal. Doing so may cause damage to the unit and clog the drain. The current Chateau policy is to not replace garbage disposals that are beyond repair.

Dishwasher

To avoid clogging the dishwasher drain, please rinse dishes before placing them in the dishwasher. Use only soap made especially for dishwashers.

Stove

The Chateau is phasing out stoves that use pilot lights, but for units that still have pilot lights:

The stove has separate pilot lights for the burners, the broiler, and the oven. Pilot lights are small flames used to light the burners on your stove. They should always be lit. When you first move in you should orient yourself with the nature of the pilot lights on your stove.

The pilot lights for the burners can be reached by lifting up on the top of the stove. The oven pilot light is in the far back of the broiler. Never turn the gas to the range or the oven on while lighting the pilot lights. To shut off the main flow of gas to the burners of the stove, lift stovetop up and turn yellow handled levers to a vertical position.

Smoke Detectors

Each apartment has a smoke detector attached to a wall near the kitchen. The detector is connected to the building's power supply and does not need batteries. Members need to keep the detectors clean and dusted to ensure it continues to work properly.

The detectors are meant as a warning device within apartments and are not connected to Chateau fire alarms in the hallways.

If the smoke detector goes off while you are cooking... **DO NOT OPEN YOUR APARTMENT DOOR TO LET THE SMOKE OUT.** This **WILL** set off the building alarm and fire trucks will arrive. Instead, open the windows and turn on a fan.

If there is an actual fire - evacuate your apartment. Be sure and leave the door shut behind you when you leave.

Incense & Candle Policy

DO NOT leave burning candles or incense unattended. A resident must be present.

Valence Units – Air Conditioning/Heating Units

The valence units are the long white units above the windows in your apartment. They provide heat to the apartment during the winter and air conditioning during the summer. This system is similar to a radiator system, which uses hot or cold water to effect a change in the apartment temperature.

You may not hang laundry or any other items from the valence units, and should avoid placing electrical wiring or appliances such as lights, computers, TV's or fans near the valence units.

Because the units work based on a precisely calculated slope, hanging items, even small things, will inhibit its ability to control the temperature in your apartment. Because the valence units carry water through them, it is important

that you avoid placing wires, electrical appliances or any other items that could be damaged by water near them or under them.

Carpet

At your request, the Chateau will shampoo the carpet at no charge in any apartment that has been continuously occupied for two years or more and in two-year intervals following the first cleaning. If you have not lived in an apartment for at least two years or who have had their carpet cleaned by the Chateau in less than two years, you may still have the Chateau clean their carpets for a fee. Check with the office regarding current carpet cleaning prices.

Windows

Never remove windows or screens. You could be subject to immediate eviction. (Tampering with windows poses severe danger to pedestrians around the building. It is easier than it may seem to drop a window pane out of the building! DO NOT ATTEMPT)

The Chateau will wash the windows, upon request, of any apartment that has been continuously occupied for at least one year and at one-year intervals thereafter at no charge. (At move in your apartment windows should be cleaned already! If not, be sure and let the office know!) If you have been living in their apartment for less than one year or who have had their windows cleaned within the past 12 months, you may have the Chateau clean their windows for a fee.

Storage

The two bedroom apartments have an extra storage area in the hallway across from the stairs. There is a separate key to this area, but you must provide locks for individual apartment closets.

Additional storage closets are available for rental. Please contact the office for information.

Work Orders

Maintenance problems should be reported to the office during normal office hours, except in emergency situations, such as a burst water pipe, which should be reported immediately by calling the Chateau answering service and following automated directions for emergencies.

There are several ways to communicate work orders to management – to the office by phone or walk-in, through our website, or through your tenant portal.

For the most part work done to your apartment is included in your regular rent. However, the Chateau will charge apartments for work orders on repetitive maintenance problems, which can be prevented by the Members of the apartment (such as sink drains which become clogged due to improper use).

If something in your apartment is in need of repair, you should call the office to place a work order for the maintenance staff. Orders are usually processed within a 24 hour period in the order in which they are received. Members are expected to be able to handle small repairs and general maintenance such as the changing of light bulbs and lighting of pilot lights on the stove. If there is an emergency, such as a burst water pipe, call the office answering service immediately. If you smell leaking gas or smoke, call the gas company, the fire department and then the answering service.

Pest Control

In addition to our on-going preventative pest control, Chateau Management will treat apartments to eliminate unwanted pests, such as insects, on an “as needed” basis. Be sure to report problems to the office immediately to prevent the problem from spreading. Notice will be given in advance of the treatment, and will include instruction on how to prepare the apartment.

If the apartment is not prepared for the exterminator the “trip fee” will be charged to the tenant. If the exterminator determines that residents are responsible for any pest infestations they may be fined accordingly.

Chateau Equipment

Any equipment or Chateau property borrowed or rented by a resident must be returned within one business day. Failure to return Chateau equipment or property within one business day will result in a five-dollar (\$5) fine per business day, charged to the apartment of the member who borrowed or rented the Chateau equipment or property.

NOT ALLOWED:

Hazardous Materials

Flammable or explosive substances are not permitted in apartments or other areas of the Chateau.

Dividers

Dividers are not permitted in apartments. A divider is defined as any floor to ceiling object that separates the space in the living room in order to create an additional sleeping space. If a divider is found in an apartment the residents of the apartment will be required to dismantle the divider immediately or face a fine.

Smoking

There is absolutely NO SMOKING allowed in the Chateau. Residents must go outside to smoke.

Drain-O

No chemical drain cleaners are to be used to unclog plumbing in the Chateau. The drains are all made of old plastic that will easily corrode if chemical drain cleaners are used. Contact maintenance if you have reoccurring issues with your plumbing.

Common Spaces

Smoke Free Building

1. Purpose of No-Smoking Policy

The Chateau Student Housing Cooperative desires to mitigate (i) the irritation and known health effect of secondhand smoke; (ii) the increased maintenance, cleaning, and redecorating costs from smoking; (iii) the increased risk of fire from smoking; and (iv) the higher costs of fire insurance for a non-smoke-free building

2. Definition of Smoking

The term “smoking” means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette or other inhalant form of tobacco.

3. Smoke-Free Complex

The Chateau Student Housing Cooperative premises, occupied by members and guests of members’ households, have been designated as a smoke-free living environment. Members and guests of members’ households shall not smoke anywhere in the unit rented by the Member, or in any of the common areas, nor shall the Member permit any guest or visitors to do so. Smoking is permitted outdoors at least 25feet from any entrance or window. An ashtray is provided on the east side of the building near the railing.

Upon the first offense of the presence of smoking - a warning will be issued to all members involved. Upon the second offense a fine of \$100 will be issued to the apartment. If a third offense occurs the members of the apartment will be evicted.

Use of Chateau Facilities

Chateau property, including the plaza, lawn, and building, is to be used only by Chateau Members. Groups may schedule events on Chateau property only if the Board of Directors is notified.

Entryways, halls, stairways, and landings are to be kept clear and unobstructed at all times. Bicycles and other articles cannot be kept or left in these areas.

Laundry

The laundry room is generally open to Chateau Members 24 hours a day but may be closed at times for repair or cleaning. It is recommended that Members not leave their laundry unattended in the laundry room. Leaving laundry unattended for a long period of time may deny other Members' access to the laundry machines and/or the folding area. The Chateau is not liable for items stolen from the laundry room. A regular washing cycle takes about 30 minutes and the drying time is displayed on the front panel of each dryer.

To purchase a laundry card follow the directions on the machine in the lobby of the Chateau. Feel free to ask neighbors or the office for help with navigating this process.

Lounge Reservation Policy

The primary purpose of the lounge is to serve as a common space for the entirety of the Chateau Community. The lounge can also be used for events, by reservation. In order to reserve the lounge contact the E&D Committee Chair.

To reserve the lounge a resident must complete the "Chateau 18th Floor Reservation Agreement." This document can be obtained from the Chateau Office. Both "private" and "public" reservations are available. There is a \$10/hr fee for private events.

For more details please contact the Chateau Office.

Moon Deck

The Moon Deck will be routinely open during office hours throughout the warm months of the year. Rules will be posted on the Moon Deck. Any violations of Moondeck rules will result in immediate closure and the Chateau will press charges against violators. Anyone responsible for ANY object that falls from the roof will be prosecuted to the full extent of the law.

Parties & Guests

If you want to have a party in your apartment, please remember it is your responsibility to act in accordance with Minnesota laws dealing with alcohol, noise, and liability. Please be courteous of your neighbors.

You are responsible for your guests and any occurrences resulting from the party. The term "guest" means all persons who enter the Chateau in response to open invitations issued by you and persons who enter the Chateau as guests of your guests, whether or not such persons are personally known by you. *(For policy concerning guests staying more than a week see the "Guests" paragraph in this handbook under the "Your Lease" section.)*

No open alcohol is allowed in the hallways, elevators, or any common area in the Chateau. Failure to comply with this regulation, or causing vandalism, false fire alarms, excessive noise, or other similar acts by you or your guests will mean the imposition of penalties by management. These include fines being charged and/or being evicted from the Chateau and/or criminal charges being placed and/or civil action being filed for damages.

Noise Control – Quiet Hours from 10pm-8am

Remember that the Chateau provides housing for students and is located next to a major university. Some noise is to be expected and tolerated. However, excessively noisy conduct shall not be permitted when it disturbs or annoys other occupants in the building. Failure to comply may result in eviction.

To address immediate noise violations call members of the lockout committee – their codes can be found in the main entryway to the Chateau.

If you feel that people are acting in a manner which presents a danger to other members of the Chateau or its property, you should call the Minneapolis Police (911) in addition to calling the answering service (612-331-3911).

Chateau Members may call the Chateau answering service after regular office hours to complain about excessive noise in the building – follow automated directions . Excessive noise outside the building can be reported to the Minneapolis police by calling 911. The answering service will contact an appropriate person to investigate the complaint. The caller should identify the source of the noise if possible, and identify him or herself so they may be contacted later to see if the problem has been resolved. The identity of the caller will be kept confidential.

If your apartment receives a noise complaint, you are subject to a warning or a fine. The office keeps a log detailing the number of complaints and any fines assessed to an apartment – please email office@riverton.org to ensure the office is aware of complaints.

Noise fines will be issued in accordance with current policy, at the discretion of the person handling the noise complaint. If there is a police call to a unit, a \$100 fine will be assessed in addition to any noise complaint fines. If an apartment has three noise complaints, the unit will be evicted.

If the management feels the problem is serious, or if the apartment has a history of noise complaints against it, the management may evict the apartment.

Security

In order to get into the Chateau, you must have a keyscan. Access is limited to Members and staff. Uninvited persons and others are subject to arrest and removal. Never prop a door open or let someone into the building that you don't know. Make sure you know who you are letting in when someone calls you from the lobby. Never allow someone to follow you through the security

door. If you let someone into the building they will be considered your guest and you could be held responsible for their actions.

If you ever feel threatened or unsafe do not hesitate to call 911. Management will receive a police report, but we encourage residents to report any incidents to us in addition to the appropriate authorities.

Lockout Procedures

If you lock yourself out of your apartment during regular office hours, contact the office and you will be let into your apartment at no charge. If you lock yourself out of their apartment after Riverton Office hours, call the answering service (612-331-3911) and request the lockout service. The answering service will then contact a Member of the Chateau who may be available to let you back into your apartment. Please remember the lockout service is dependent upon the availability of a person who is registered for lockout service and is not a guaranteed service. Before 10pm this service has a \$20 charge. After 10pm this there will be a \$75 charge.

No person shall be let into an apartment unless their name appears on the lease of the apartment they wish to enter. Prior to allowing any person into an apartment, the lockout person will check the records in the office and ask for an ID to verify the eligibility of the person requesting the lockout service.

Vandalism

There is a \$200.00 reward given to any party apprehending vandals or, at the Board's discretion, for giving information leading to the identification and restitution of damages by vandals. Cost of the reward will be assigned to the offending party along with the actual costs of repairing the damage caused by the act or acts of vandalism. The Board of Directors shall be the judge of who shall get this reward and any appropriate division of such an award among more than one individual, taking the recommendation of the management into account.

No Unregistered Pets

You must register your pet with the office and pay a deposit to the Chateau.

The Chateau allows cats, birds, and fish. You must register your pet with the office. You must fill out the appropriate paperwork and pay a pet deposit. Failing to register or housing a pet which is not permitted, will result in a \$300 fine and/or eviction. Stop by the office for the paperwork and deposit information.

Parking

The Chateau has no space available for guest parking. Visitors must find on-street parking. No mopeds/scooters or motorcycles are allowed to park on the plaza. Parking spaces for Members who own automobiles or motorcycles are available (for a monthly fee) directly behind the Chateau and in the Chateau's underground parking garage. Driving or parking on the lawn for any purpose will not be tolerated. You and your guests will be charged for repairs to damaged property.

A month-to-month lease for parking may be offered for a charge set by the Board of Directors. Either the Chateau or you may terminate the lease with 30 days prior notice. The lease will terminate automatically and when you end your lease. Parking contracts for the spaces at the rear of the building will be issued at the discretion of the management, at the month-to-month rate, or some other rate specified by the management.

A parking lease entitles the lessee to park an automobile or truck or motorcycle in one specific assigned space. The Chateau may, at any time, designate a different space as the assigned parking space. The lessee parks at his/her own risk of fire, theft, or damage to their vehicle or its contents. Parking spaces cannot be used for storage space. The Chateau reserves the rights to tow, move, or disable a vehicle if inappropriately parked. A Chateau parking sticker will be issued which will note the specific space where one must park. This is for the purpose of monitoring unauthorized users. You must display the issued Chateau parking sticker, affixing it clearly in the rear window on the driver's side.

An immediate notification has to be given to the office (regardless of holidays or weekends) if your car differs from that on your lease. Notification is understood to be a written notice stating the resident's names, apartment/phone number, the duration the vehicle will be parked in the spot, and the vehicle license and description. Bring your notice to the office or drop it in the rent drop box.

Towing and Parking Violations

Vehicles parked in the Chateau garage or on the surface lot which are either in the wrong space or which do not have a Chateau parking sticker clearly visible, are subject to towing or immobilization at the owner's expense.

Due to clearance issues concerning the sprinkler system in the garage only Chateau Staff is authorized to call the towing company. If a vehicle is in violation and staff is unavailable to tow a vehicle, please contact a board member, or a Lock Out committee person (contact information is posted in main entry) to place a violation sticker on the vehicle.

Trash Chutes

Throw normal trash and garbage down the garbage chutes, located on each floor. DO NOT place recyclable items in the trash chute. ONLY TRASH belongs in the trash chute. DO NOT throw oversized trash bags down the chute. Unwanted furniture may be disposed of by staff for a fee – visit the office for more info.

Recycling

By the elevators on each floor there are recycling bins. Follow any directions posted near these receptacles. The recycling is collected by fellow residents on the Recycling Committee, so be respectful of your peers who are taking out your recycling. DO NOT violate recycling "Do's" and "Don'ts." Recycling violations may result in floor wide fines. Please hold your neighbors and community members accountable!

If you're interested in participating in the committee (which is a paid position) please contact ChateauBoard425@gmail.com to see if there are any openings.

Allowed in the Recycling

Paper Items

Aluminum Cans

Empty Plastic Bottles

Brown Grocery Bags

Cereal, Cracker, Pasta Boxes, &
Soda Boxes (Flattened)

NOT Allowed in Recycling

Egg Cartons

Milk/Juice Cartons

Cardboard Boxes (To be placed in
recptical behind Chateau)

Pizza Boxes

Styrofoam

Soiled Papertowels, Napkins, or
Tissues

Plastic Bags

Bed Frames

Apliances or Electronics

Fast Food wrappers or Food of Any
Kind

Appendix

History

Organizational Structure

Board of directors
Annual General Meeting (AGM)
Committees

Membership at the Chateau

Eligibility
Membership Fee
Participation in governance
Pay for First Board Meeting!

Your Lease and Related Policies

Your Lease
Check-in Procedures
Rent Payment
Fees and Charges
The First 6 Months
Student Status Check
Non-Student Spouses
Guest Policy
Prospective Members
Change of Roommate
Subleasing
Change of Roommate vs. Subleasing
Lease Termination
Check-out Procedures
Deposit
Vacate Inspections
Key Return

Your Apartment

Decorating
Painting
Internet

TV
Telephone
Light Switches
Light Fixtures
Circuit Breaker
Water
Plumbing
Sinks
Garbage Disposal
Dishwasher
Stove
Smoke Detectors
Incense & Candle Policy
Valence Units – Air
Conditioning/Heating Units
Carpet
Windows
Storage
Work Orders
Pest Control
Chateau Equipment
BANNED OBJECTS

Common Spaces

Smoke Free Building
Use of Chateau Facilities
Laundry
Lounge Reservation Policy
Moon Deck
Parties & Guests
Noise Control
Security
Lockout Procedures
Vandalism
No Unregistered Pets
Parking
Towing and Parking Violations
Trash Chutes & Recycling

Local Contacts

Police, Fire Department, and Medical First Responders
911

Riverton Office *(Management)*
(612) 331-3911

XCEL Energy *(To report power outages)*
1-800-895-1999

Comcast *(Tv, Internet)*
1-888-895-6504

Metro Transit *(Bus Information)*
(612) 373-3333

Democratic
Student Housing
in Dinkytown

Minneapolis, MN
Cooperative Housing

The **Riverton**
Blog

Visit our Blog for more info on the Cooperative!
RivertonCommunity.WordPress.com