CHATEAU STUDENT HOUSING COOPERATIVE

RESIDENT HANDBOOK

2019-2020

IMPORTANT INFORMATION FOR ALL RESIDENTS
Chateau Co-op 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 non-profit, democratic 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


Published by the Policy Committee

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

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>History</td>
<td>6</td>
</tr>
<tr>
<td>Organizational Structure</td>
<td>9</td>
</tr>
<tr>
<td>Membership at the Chateau</td>
<td>10</td>
</tr>
<tr>
<td>Your Lease and Related Policies</td>
<td>11</td>
</tr>
<tr>
<td>Your Apartment</td>
<td>16</td>
</tr>
<tr>
<td>Common Spaces</td>
<td>21</td>
</tr>
<tr>
<td>Appendix: List of Topics by Section</td>
<td>27</td>
</tr>
<tr>
<td>Emergency Contacts, Utilities Contacts</td>
<td>28</td>
</tr>
</tbody>
</table>
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.

Contact Info

For information on the co-op or the board of directors:

Riverton Office: Phone: (612) 331-3911
Fax: (612) 331-3919
office@riverton.org
www.riverton.org

Office Hours: 9am – 5pm, Monday – Friday
(The office closes early for staff training and meetings on the 2nd, 3rd & 4th Wednesdays of the month)
History

The Chateau started out as a dining co-op in Dinkytown in 1945. 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 6 other properties and converted them to leasehold cooperatives: Marcy Park Student Housing Cooperative, Marshall Student Housing Cooperative, Franklin Housing Cooperative, Cole Avenue Housing Cooperative, Fourth Street Cooperative and Brook Avenue Student Housing Cooperative opening in August 2019.
A COOPERATIVE RESIDENCE
FOR THE UNIVERSITY COMMUNITY

THE CHATEAU

IN ITS THIRD GENERATION

CHATEAU COMMUNITY HOUSING ASSOCIATION, INC.
425 13th AVENUE S.E. - MINNEAPOLIS, MINNESOTA 55414
Organizational Structure

Board of directors

The Board of Directors consists of up to 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 discusses, proposes items for change and ultimately approves 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. All residents are notified.

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.
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 a unique business relationship. Riverton owns the physical structure of The Chateau (i.e. the building and grounds) and The Chateau leases floors 2-18 from Riverton via a Master Lease. 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, collecting rent, etc.

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!

The Board of Directors is re-elected every year before the AGM. Shortly before the AGM, the community will host online nomination and voting to decide the board for the next year. After the AGM, a Chateau resident can still nominate themselves to the board given that the resident has attended at least two board meetings, one of which must be a monthly Board meeting, given there is a vacancy on the board.

**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**

Each vacated apartment is inspected before the new Members move in. You should inspect the apartment upon moving in and complete the “Move in Inspection Checklist” within 48 hours and return form to office. If there is a concern regarding the condition of the apartment, bring it to the attention of the office immediately. If checklist or concerns are not reported, 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, money order, through the resident portal or from your bank account. Your payment MUST include your APARTMENT NUMBER and NAME OF BUILDING 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 request a payment arrangement 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 unlawful detainer (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 can assist in finding a new lessee using the waiting list, if applicable. If the Riverton Office is unable to assist with finding a new lessee, the Member-residents who wish to terminate their lease early remain responsible for rent for the duration of their lease.
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 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 approved by management. The Guest Registration form can be obtained in the office. The maximum number of days a guest can stay is 30 consecutive days. Guests are not issued keys for security reasons.
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, whereas 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 your move out a pre-vacate inspection will be conducted, by maintenance, to assess the condition of the unit before it is turned over to the next resident. A final checkout will occur after the unit is completely vacated. Move-out charges will be assessed on the basis of damage (other than normal wear and tear), unsatisfactory cleaning and for vacating after time specified on lease and Notice to Vacate Agreement. The move in inspection form submitted at the time of your move in, will be taken into consideration during this process.

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, storage, 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.

Security 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 deposit refund.

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 and personal property from the apartment. Walls, trim, carpet, ceiling, and all other parts of the apartment must not be damaged.

Key/Fob/Parking Tag/Windshield Tag Return

When you are moving out, you must return all items given upon move in to enter building or unit to the office. You and your roommate(s) will be charged for items not turned in at the end of your lease/moveout. If you lose a set of keys a second time the charge for a second set of replacement keys is doubled. If you lose any of these items, while residing with us, please contact office for replacement. There are costs associated with replacement of these items.

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 nails or 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, deep freezers, 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 or a room a color of their choice, themselves with the approval of Management. You will be required to pay extra cost upon move out to return the paint back to original color. Members are required to provide their own paint, brushes and equipment.
Internet

There is one Ethernet jack in the living room and in each bedroom. The jacks in the bedrooms will only work when the living room jack is connected to the modem. Internet service is provided by an outside company. (Comcast). The phone number for technical support is listed on the back page of this handbook. The wi-fi signal to the 4-bedroom units can be weak or challenging due to the construction of these units. We suggest that you purchase a network extender that is compatible with the equipment in your apartment if you are experiencing issues with the signal. You cannot remove or replace the equipment/modem/cable box from its location as there is a lock on it. When you move out, this equipment needs to stay in place.

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. You will be charged for any upgrades by our cable/internet provider.

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 not responsible for bulb replacements unless it is your own appliance (lamp). Contact the Riverton Office to place a work order to replace a light bulb.

Circuit Breaker

Near the kitchen or the front door there is a metal or wood panel door, this is where the circuit breaker is. It has switches that control the power for different parts of your apartment.

If you have too many appliances running at once you may have “tripped” 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 move the switch to the off position, before moving 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 place 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. (ex. Draino). 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 place 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/Microwave**

The Chateau has phased out stoves that use pilot lights. Your apartment will be furnished with a stove top/oven and some larger units may have a microwave. The stove top lifts up as needed to clean spills from cooking.

**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. Do not cover, remove, or alter these devices. It is a violation of your lease.

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.

**Air Conditioning/Heating Units (Valence Units)**

It’s important to be aware that the Chateau is an old building, and therefore has an old heating and cooling system. It works well, but because it is a two pipe system we are only able to have either the heat on or the cooling on and to switch between the two is an intensive process.

As we switch the system every year there are kinks to be worked out of the system. Therefore in October, when we switch on the heat, and May, when we switch on the air conditioning it is possible your room might be too hot or too cool. If this is the case be sure and place a work order, so maintenance can address the issue as soon as possible! After the boilers are turned off in May, you will no longer be able to heat the unit so please dress and plan accordingly. In October, when boilers are restored, the air conditioning will not operate or cool the unit.

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.
Do not hang laundry or any other items from the valence units, and you 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, computers, furniture or any other items that could be damaged by water near them or under them.

Carpet

At your request, the Chateau will shampoo the common areas of the apartment’s carpet at no charge annually. Please call the office to schedule.

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).

As a resident, you are responsible to clean the inside windows of your apartment if needed. The exterior windows at Chateau are cleaned by an outside vendor as appropriate. Residents cannot request their own individual exterior windows be cleaned.

Storage

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, email at office@riverton.org, 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. 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.

NOT ALLOWED:

Hazardous Materials

Flammable, hazardous or explosive substances are not permitted in apartments or other areas of the Chateau. This includes motorbikes.

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. (Dividers include: clothes lines, ropes, curtains, boxes, furniture, sheets, blankets etc). Having a divider in a living area obstructs the airflow and safe movement for a resident or maintenance staff person attempting to make repairs or to inspect.

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 second-hand 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 25 feet from any entrance or window.

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 issued a notice to vacate.

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, doormats, shoes 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.

Fitness Room

The fitness room is open to all Chateau Members from 8am-10pm. Members are welcome to use all fitness equipment available, but usage may be limited to 30 minutes if there is a queue. Members are responsible to clean the equipment after exercise. Water is available in the fitness room. Food or other uncovered beverages are not allowed in the fitness room at any time. Guests of members or persons under the age of 18 are not permitted to use the fitness room or it’s equipment.

18th Floor Lounge and 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 Chateau office.

To reserve the lounge a resident must complete the “Chateau 18th Floor Reservation Agreement.” This document can be obtained from the Chateau Office and must be submitted at least 2 days before the event. Both “private”
and “public” reservations are available. There is a $10/hr fee for private events.

For more details please contact the Chateau Office.

**Lobby Meeting and Study Room**

The primary purpose of this meeting/study room is for the Chateau Resident Co-op meeting and Riverton Board and Staff meetings and a quiet area to work or study for residents. The lobby meeting and study room cannot be reserved for private events for resident members.

**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 moon deck 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 asked to vacate 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 a notice to vacate.

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 management. 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 leaseholders may be issued a notice to vacate.

If the management feels the problem is serious, or if the apartment has a history of noise complaints against it, the management may ask all leaseholders to vacate the apartment by issuing a “Notice to Vacate”.

Security

In order to get into the Chateau, you must have a keyscan (FOB). Access is limited to Members and staff. Uninvited persons and others are subject to trespass, 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. We encourage residents to report any incidents to office in addition to the appropriate authorities.

Security of Mail and Packages

Chateau does not currently have a package room and the office does not hold any mail or accept, receive or hold packages for any members. Residents members are responsible for the security of any delivered items. It is recommended to require a signature upon delivery, require items to be delivered to the apartment door, have them delivered elsewhere or to a local post office or facility.

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 your 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. The lock out committee member will charge $25 for this service. After hours maintenance will be a $50 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.

No Unregistered Pets

You must register your pet, receive approval from management upon move in, 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 you may be issued a notice to vacate.

Dogs are not permitted at Chateau. Chateau accepts assistance animals as a reasonable accommodation. The reasonable accommodation request must be approved by management before the “ESA” or service animal is allowed.

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. There is space designated, located outside the plaza, off the ramp for scooters and mopeds at no cost. Parking spaces for Members who own automobiles or motorcycles are available (for a monthly fee) 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 when you end your lease or move out. Members are not permitted to allow other members or guests to park in the reserved spaces.

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 tag 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 tag, affixing it clearly in the rear view window in your vehicle or affixed on the window if motorcycle.

An immediate notification has to be given to the office (regardless of holidays or weekends) if you have a vehicle that 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. A new updated parking lease will need to be completed at the office.
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 tag 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. Never leave any unwanted items including clothing and furniture in the lobby.

Recycling

By the elevators on each floor there are recycling bins. Follow 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 being on the Recycling Committee, contact the office or a Chateau board member.

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 recycling behind Chateau)
- Pizza Boxes
- Styrofoam
- Soiled Paper towels, Napkins, or Tissues
- Plastic Bags
- Bed Frames
- Appliances 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
Not allowed

Common Spaces
Smoke Free Building
Use of Chateau Facilities
Laundry
Lounge Reservation Policy
Moon Deck
Parties & Guests
Noise Control
Security
Lockout Procedures
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)
1-855-307-4896

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

FOR MORE INFORMATION ON GETTING INVOLVED WITH YOUR CO-OP, PLEASE CONTACT office@riverton.org or a Chateau Board member, OR ATTEND THE NEXT BOARD OF DIRECTORS MEETING!