



Townhome Handbook

Introduction

Welcome to the townhomes of Lyngblomsten at Lino Lakes! May this be the beginning of a wonderful time in your life. We hope you feel welcome, connected, and surrounded with friendly people and many opportunities to support a vibrant lifestyle.

To help maintain a positive, well-functioning townhome community, this handbook outlines common questions and at-a-glance summaries. Your lease and its addendums, as well as the Townhome Resident Guide, are additional resources for you.

If you cannot find the answer to your question, please contact Management for assistance.

Enjoy your new home!

—The staff of Lyngblomsten at Lino Lakes

*Live
Vibrantly!*

Note: “Resident Guide” refers to the three-ring binder you will receive/have received upon move-in, which contains information such as campus maps, details about amenities, user guides for your appliances, etc.

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Absences

Please inform Receptionist when you are going to be absent from your townhome for an extended period (longer than 7 days). This information will be used for internal communication and safety purposes. Additionally, providing an emergency phone number where you can be reached while you are away is appreciated.

Amenities

Your home is accentuated with a plethora of amenities on campus! From three dining venues to a studio/classroom, theatre, workshop, courtyard, game room, pool, and more, you and your guests will have so many choices for how to spend your time. For amenities that you can reserve, talk to the receptionist for availability.

Animals

Pets

Lyngblomsten at Lino Lakes is a pet-friendly community. Refer to your Lease and the separate Pet Addendum for details (a copy is in the Resident Guide). Policies apply to both Resident Pets and Visitor Pets. Inform Management if a guest pet is staying overnight.

Service Animals

Animals used to assist, support, or provide services to persons with disabilities will be reasonably accommodated. Please see Management for Reasonable Accommodation policies and rules regarding Service Animals. Keepers of Service Animals will be responsible for their care and for clean-up of all waste.

Appliances

For information about operating the various appliances in your apartment, refer to your Resident Guide.

Climate Control – Air Conditioning and Heat

For your comfort, each townhome is equipped with a heating and air conditioning system and its own thermostat, thus giving you control of the temperature in your home.

To conserve energy and minimize malfunctions of the system, please adhere to the following guidelines:

1. When you will be gone from your home for 8 hours or more, reduce the use of air conditioning or heat accordingly to conserve energy.
2. Avoid the use of your air conditioner or heater while the windows are open.
3. In the winter, minimum thermostat setting should be 60°.

If you need help operating your climate controls or opening or closing windows, please contact staff via maintenance request for assistance.

Space heaters are prohibited unless specifically approved by Management.

Staff will change the furnace filters.

Commercial Enterprises

Resident business or commercial enterprises are not permitted without the approval of Management. As a general rule, enterprises that require customers or suppliers regularly coming and going from the townhome would be prohibited. Further, use of equipment that could adversely affect the quiet enjoyment of other residents is not allowed. No solicitation of other residents is permitted. See also "Solicitation."

Communication

See "Resident Communications & Meetings."

Complaints

See "Grievances & Feedback."

Confidentiality

Resident files will be kept confidential.

Continuum of Care

Lyngblomsten at Lino Lakes strives to implement its mission by offering and/or coordinating continuum of care and services. This continuum includes independent housing options, assisted living or other housing with integrated supportive services, dementia care, therapy, hospice, and other services assisting older adults.

Existing Residents may have priority status for movement within Lyngblomsten at Lino Lakes or transfer to our other Lyngblomsten community. We cannot guarantee that the specific apartment or location preferred will be available at the time of need.

Customizations/Modifications to Townhome

Exterior: No customizations may be made to the exterior of your townhome, e.g., paint color, doors, light fixtures.

Interior: Structural or substantial modifications such as removing a wall, door, or window is not permitted. Cosmetic customizations such as custom paint color, carpeting in the bedrooms, cabinet door knobs and pulls, and light fixtures are allowed at resident's expense with prior written authorization from Management and with the understanding that upon move-out you will be required to return the townhome to its original condition or pay for your townhome to be restored to its original condition. Any customizations must be performed by a licensed professional. Prior authorization from Management and documentation of the licensed professional is required. See also Window Coverings.

Contact staff through a maintenance request for assistance or referral to hang large or heavy items on walls (fee may apply).

Deliveries

See "Mail & Deliveries."

Donated Items

Due to storage limitations, Management reserves the right to accept or refuse donations of furniture and equipment. Disposition of items accepted will be at Management's discretion.

Electricity

Electricity is included in your rent. It is the Management's responsibility to contact the local electricity provider to arrange for service. Prolonged excessive use of electricity may incur additional charges.

Emergency: Medical Situation

In a medical emergency, call 9-1-1; emergency responders will prefer to talk to you directly. If possible, please let Management know that you have called 9-1-1.

Emergency: Weather

During an emergency weather situation, please turn on your radio or television and go to a windowless interior room or closet.

You are encouraged to have a battery-operated radio and a flashlight in case of power outages.

Employee Gifts

Employees and contracted employees of Lyngblomsten are not allowed to accept gifts or tips from residents or their families. If you do wish to recognize an employee for outstanding work, we ask that you share your appreciation with a word of thanks or a greeting card.

Entrance Deposit

Refer to your Entrance Deposit Agreement.

Fair Housing Act

See "Landlord & Tenant Rights & Responsibilities."

Fire

Fire Safety

The danger of fire will be minimized if residents observe these fire safety practices:

1. Keep townhome free from clutter and excess furniture or other objects that might become fire hazards.
2. Do not use extension cords except for brief, temporary uses.
3. Use UL-approved surge protectors.
4. Only use UL approved appliances and follow manufacturer's instructions.
5. Use and store combustible items away from your stove and mechanicals closet.
6. Heat your townhome only with the furnace—not your stove or a space heater.
7. Avoid leaving candles unattended.
8. Smoke outdoors—not inside your townhome or garage.
9. Never use water to extinguish grease or electrical fires.

Dismantling of smoke detectors is strictly prohibited.

Fire Emergency

If a fire occurs:

1. Call 9-1-1.
2. When evacuation is necessary, do NOT attempt to remove personal property. Your safety is the most important concern!

Firearms & Weapons

Lyngblomsten strongly discourages firearms and other weapons of any kind on our premises at any time. However, in accordance with applicable laws, residents with appropriate permits may have firearms. These firearms must:

1. Remain unloaded
2. Remain inside the townhome
3. Be secured in a locked cabinet or drawer
4. Have ammunition locked and stored away from the firearm/weapon.

No firearms or weapons of any sort are permitted in our care environments or in common/shared community spaces except where authorized by law.

Gambling

Lyngblomsten may offer gambling-themed activities or events, such as Bingo or Casino Night. Winning prizes is acceptable; however, paying to play a game is not allowed. This is in accordance with state gaming commission rules. Lyngblomsten does not offer casino outings. Residents may organize outings directly through casinos if they wish.

Garage Sales

Garage sales and other sales are not allowed. If townhome residents would like to have a sale, Management will consider a community garage sale and set a date where all those who want to have a sale would do so on the designated date.

Garbage Disposal

If the garbage disposal is malfunctioning, first check if the Reset button needs to be pushed. If that doesn't resolve the situation, do not attempt to fix the disposal yourself. Contact Management to place a work order.

For normal operation, there is no need to run your garbage disposal for extended periods of time (i.e., more than 1 minute).

To keep your disposal a safe and well-functioning appliance:

- Do not put your hands in disposal.
- Do not let any metal objects such as spoons, forks, and knives fall into disposal.
- Do not dispose of bones, glass, rice, coffee grounds, large seeds, banana peels, onion skins, or any hard-to-grind items such as celery, carrot, and potato peels.
- Always run cold water while using the disposal.

Garbage & Recycling

Garbage and recycling bins are provided for you. It is anticipated that garbage will be collected weekly and recycling every other week. Please have your trash and recycling containers at the end of your driveway by the designated time on pickup day. To maintain cleanliness and control odor, please rinse recyclable materials before placing in the recycling bin. Boxes (all sizes) need to be broken down. See Resident Guide for more specific instructions.

Gardening/Landscaping/Yard

Lyngblomsten takes care of the landscaping. Please do not remove plants, shrubs, or trees, and do not plant anything into the ground. Townhome residents may use their porches and patios for container gardening. Containers must be placed on the concrete of the porch or patio only. Use only plant hooks on the front porch to hang plants – available upon request. Please do not place anything in the grass or common/shared outdoor areas.

Gratuities & Gifts for Employees & Volunteers

Employees, contracted employees, and volunteers of Lyngblomsten are not allowed to accept gifts or tips from Residents or their families. If you do wish to recognize someone for outstanding work, we ask that you share your appreciation with a word of thanks or a greeting card. A note is a wonderful gift, and it goes a long way in making the day special for our staff members and volunteers.

Grievances & Feedback

Your happiness is important to us! We encourage Residents to communicate comments, suggestions, and opportunities for improvement. If you have a concern to report, please begin by communicating with Management, via the feedback box located by mailroom, so the situation can be resolved in a timely manner. Grievances may be communicated verbally or in writing.

Staff will respond verbally or in writing to the person submitting the complaint within five (5) business days of receiving the message. If the investigation of the complaint is not complete at that time, staff will provide a final response when the investigation is completed.

Guest Suite/Room

Lyngblomsten at Lino Lakes has one Guest Room available for use on a short-term basis for a fee. See receptionist for details.

Health Services

Independent Living Residents must be capable of meeting the terms of the Lease without intervention/assistance from Lyngblomsten staff. This means Lyngblomsten staff cannot provide healthcare to Residents in independent living. If you are a care provider for someone living with you, you must have a plan for how that person will be cared for if you are not able to do so.

If a Resident requires health services in order to comply with the terms of the Lease, it is the responsibility of the Resident or a Resident's representative to make the necessary arrangements. Where applicable, Residents may request assistance from Management to identify service providers.

Holiday & Seasonal Decorations

Residents are welcome to decorate for the seasons and holidays. Any holiday decorations that are outside your townhome may be displayed starting 45 days before the holiday and should be removed within 30 days after the holiday or season. Natural/fresh evergreens are allowed for townhome residents. No fasteners such as nails and screws are allowed for hanging decorations. Please use removable hooks (e.g., 3M Command).

Inspections

Periodic inspections of the townhomes by staff or agencies may be necessary to ensure the health, safety, and general maintenance of the building. At a minimum, you should expect an annual test of the smoke detectors. In addition, some municipalities or governing agencies require inspections by their officials on an annual or periodic basis. Whenever possible, Management or authorized personnel will notify you 24 hours in advance before inspections. You are welcome to be present during any inspection. For emergencies, no notice may be given.

Internet

Internet is provided. Each townhome will have its own router and login. See Resident Guide for more information.

Keys & Fobs

You will receive the necessary keys when you move into your townhome, in addition to a fob that will allow you access to the main building. Additional keys/fobs are available upon request and for an additional fee. Please report any lost keys or fobs to Management immediately. There will be a charge for replacing them. For the security of Lyngblomsten at Lino Lakes, duplication of keys is prohibited as is changing locks. For additional information, consult your Lease and the Key Authorization Form. You will be required to return all keys and fobs upon move-out.

Landlord & Tenant Rights & Responsibilities

Lyngblomsten does not discriminate in its Resident selection process on the grounds of race, color, creed, religion, national origin, gender, marital status, status with regard to public assistance, disability, handicap, or sexual orientation. If you need a reasonable accommodation, please contact Management.

Information about a Resident's rights and responsibilities as a tenant under Minnesota law may be found in Providers and Tenants' Rights and Responsibilities, a publication of the Minnesota Attorney General's Office. Residents may obtain a copy of this publication (1) by visiting the Attorney General's website at www.ag.state.mn.us, (2) by calling 1-800-657-3787, or (3) by writing to the Attorney General's Office at:

Attorney General's Consumer Protection
1400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101

Lyngblomsten Foundation

Lyngblomsten is a nonprofit organization and relies on donations to fund many of its programs. We would be glad to have your support, but please know it is solely your decision whether to give financial contributions to the Foundation. To learn more, visit www.Lyngblomsten.org/foundation or call the Lyngblomsten Foundation at (651) 632-5319.

Mail & Deliveries

Your mailbox is located on the east cul-de-sac; you will need your mailbox key to open it. The number on your mailbox matches your townhome number.

You also have a cubby located by the memory care mailboxes in the main building. They are numbered the same as the townhome number.

Reception Desk may sign for deliveries/packages for you if the delivery service is unable to contact you directly. It is your responsibility to pick up packages from package room upon notification.

Maintenance Emergencies

Emergency maintenance service is available 24 hours a day.

- During regular office hours, contact Management via phone or report the emergency in person
- After-hours, use the contact number(s) provided on the magnet on your refrigerator and in your Resident Guide

Examples of maintenance emergencies include but are not limited to:

- Gas leak/smell
- Water in the townhome (e.g., flooding via weather, burst pipe, toilet overflow)
- No electricity
- No running water
- Broken exterior door, window, or lock and you're unable to secure your townhome

Every effort is made to address work in a timely fashion. However, maintenance requests will be addressed on priority level rather than on a first-come, first-served basis.

Maintenance Requests

Please visit: www.Lyngblomsten.org/TheLyngk to place maintenance work orders.

Lyngblomsten staff will change light bulbs in fixtures that were provided with your unit (ie: ceiling lights). Residents are responsible for light bulbs in their lamps.

Maintenance Assistance

If you would like large items (i.e., mirror, large pictures, televisions) hung on the wall, please contact Management to initiate a work order or gain a referral. Additional charges may apply.

Lyngblomsten staff are not permitted to perform repairs on any Resident's personal property.

Maintenance Repairs

Management will make necessary repairs of electrical, refrigeration, heating, air conditioning, plumbing, and other building-related repairs. If the problem is due to defective equipment or

normal wear and tear, no charge will be assessed. If the problem is a result of neglect or misuse of equipment by Resident or Resident guest, a charge may be assessed for the cost of the repair.

It is the responsibility of each Resident to promptly report any maintenance issue. Charges for damages resulting from unreported maintenance problems may be assessed.

Management

The townhomes of Lyngblomsten at Lino Lakes are owned and managed by Lyngblomsten at Lino Lakes, LLC. "Management" refers to the Executive Director and the Director of Resident Relations. Refer to the Staff Directory for phone numbers and email addresses.

Newspaper Delivery

If you wish to subscribe to a newspaper, contact the circulation department of the newspaper of your choice. If your paper is not delivered, contact your newspaper carrier.

Noise & Quiet Enjoyment

We ask that Residents and their guests help create a community that promotes quiet enjoyment for all who live at Lyngblomsten at Lino Lakes. Noise should be kept at a level that will not disturb other Residents.

Outdoor Spaces (Common Areas)

Walkways, gardens, and patio furniture are provided for the enjoyment of Residents and visitors. Bicycles, skateboards, and in-line skating is prohibited on walkways. Electric personal assistive mobility devices (motorized wheelchairs and scooters) may be used on the walkways.

Keeping our property clean is the responsibility of all who use the outdoor areas.

Parking

It is recommended that townhome residents park in their garage or driveway. Parking spaces in the townhome cul-de-sacs are intended for visitors. There is no parking on Hammerly Court. There is parking on one side of Blanchard Boulevard. All vehicles must be operational and in good working condition. Extended parking/storage of oversized items such as boats, trailers, and fish houses is not allowed.

Residents must register each vehicle with Management. At that time, Residents are to provide a valid driver's license, proof of registration, and proof of insurance as required by state law.

Residents may allow their guests or service providers to park vehicles in the parking lot only while the guest or service provider is visiting the Resident. Residents must contact Management if any unregistered vehicle will remain on the property for more than two consecutive nights.

Personal Property/Valuables

Please appropriately protect your personal property and valuables. Residents should lock the door to their apartment. In the event of a suspected theft, please contact Management immediately. See also "Renter's Insurance."

Pest Control

If you suspect a pest problem, please inform staff via maintenance request immediately. If it is determined that pest control services are required as a direct result of a resident's failure to keep their townhome clean as required by the Lease or leaves doors or windows open, resident will be responsible to reimburse the cost of the pest control service.

Pets

See "Animals."

Policy Changes

This Resident Handbook is an evolving policy manual. Management reserves the right to alter or amend policies as circumstances warrant. This Resident Handbook will be updated periodically.

Porches & Patios

To preserve curb appeal, nothing may be attached to, leaned against, or draped over the porch railings including, but not limited to, flags, towels, laundry, banners, signs, etc.

Grills are allowed on your townhome patio, in your garage, and on your driveway. When in use, move the grill away from the siding.

Fire bowls and similar are not allowed.

Porches, patios, entryways, sidewalks, and driveways are to be kept free of all obstacles, debris, or other items that may create an unsightly appearance. These areas are not to be used for storage.

Temporary or permanent clotheslines are not permitted.

Bird feeders are prohibited because they attract rodents and other pests.

Appropriate patio furniture and plants are allowed on patios and porches. Furniture must be in good condition and intended for outdoor use.

A freestanding pergola is allowed on your patio. Nothing can be attached to the building.

Privacy

Staff will respect Resident's privacy by knocking or requesting permission to enter a Resident's apartment. All Resident apartments are furnished with a lockable door.

Rent & Other Costs

Rent statements will itemize your monthly rent charge, plus any additional services incurred during the previous billing period, such as additional meals. Rent and any additional charges are due by the second Tuesday of each month. Rent can be paid via ACH transfer or by check. Checks should be made payable to *Lyngblomsten at Lino Lakes*. Checks can be dropped into the payment box, near the reception desk, at the main building. Or, mail payments to:

Lyngblomsten Business Office
1415 Almond Avenue
St. Paul, MN 55108

Lyngblomsten at Lino Lakes determines rents and other fees that allow us to provide high quality housing and services at reasonable rates. Residents are advised to anticipate a rental increase annually. Consult your Lease for information about advance notice period.

Renter's Insurance

Residents are strongly encouraged to purchase a renter's insurance policy. All personal property on the premises will be at the sole risk of the resident or person owning the personal property. Lyngblomsten is not liable for damage to or the loss, destruction, or theft of such property unless caused by the negligence of Lyngblomsten, its agents or employees while engaged in the operation, care, or maintenance of the townhomes.

Lyngblomsten is not responsible for damage or loss of any personal property belonging to Residents.

Resident Communication & Meetings

Good communication is a hallmark of Lyngblomsten! There are many ways to be informed and engaged. Methods of communication may include a newsletter, flyer, online portal, etc.

Resident meetings are scheduled periodically. These meetings are a time for Residents to receive communication about happenings on campus, share ideas and give input for changes.

Safety & Security

Please help maintain a secure community by locking doors and windows. Alert Management of any safety or security concerns. In the case of suspicious activity, call 9-1-1.

Secured Entrance

The main door into the building is unlocked when receptionist is present (8am-8pm). Residents will use their fob to gain access to the building outside of those hours. Fob pad is located inside the vestibule to the left of the doors. All other entry doors are always locked. Residents can use their fob to enter through the north door by the pool. Fob pad is to the right of the door.

Smoke Detectors

Smoke detectors are provided in each apartment and in other areas throughout the building. The smoke detectors in the apartments are designed to alert you of fire or smoke.

NEVER DISMANTLE YOUR SMOKE DETECTOR.

Lyngblomsten will change the batteries in your smoke detector.

Smoking

The buildings on the campus of Lyngblomsten at Lino Lakes are smoke-free. This means smoking of regular or e-cigarettes, cigars, cannabis is not allowed inside your townhome or garage. This applies to all residents and guests. Smoking is permitted on townhome patios. If smoking, please be mindful of the wind direction and the presence of neighbors sitting on their patios.

Snow Removal

Plowing of roads and driveways will occur for snowfall accumulations of 2" or more. Remember to move your car into your garage so your driveway can be cleared of snow. Staff will shovel porches and patios. Lyngblomsten will work to keep walkways clear of ice and snow. Use caution when venturing outdoors. Lyngblomsten is not liable for slips and falls unless negligence is a factor.

Solicitation

Lyngblomsten has a "no solicitation" policy to prevent uninvited salespersons and other solicitors from calling on Residents. Should you be visited by an unexpected solicitor, do not let them into your townhome and notify the Reception Desk immediately.

Space Heaters

Because of fire hazards, the use of portable space heaters is prohibited unless specifically approved by Management.

Staff Entering Your Townhome

Generally, staff will not enter your townhome except for routine inspections and maintenance (e.g., replace furnace filter) or when you have placed a maintenance request. If you have requested maintenance and will not be home when Maintenance is anticipated to work on the issue, please leave detailed written instructions.

Subleasing & Guests

Subleasing is not allowed. Only the individual(s) named on the lease may live in the townhome. A person who has stayed with you for 14 or more days in a 6-month period is no longer considered a guest and would need to be added to the lease.

Television

Cable television services are provided for all Residents at no charge. A listing of current channels is provided in your Resident Guide.

Refer to your Resident Guide for instructions on setting up your TV. Contact staff via maintenance request with any issues with your TV service.

Termination of Lease/Vacating Your Townhome

Please refer to your Lease.

Volunteers

Volunteers have been the heartbeat of Lyngblomsten for more than a century. If you or someone you know has an interest in sharing their time and talents to enhance the lives of others on our campus, please contact the Life Enrichment Director.

Window Coverings

Lyngblomsten provides window blinds. Prior to making any changes to your blinds or window coverings, please obtain permission from Management.

Blinds and/or window treatments must be installed by a licensed professional. Drilling or nailing into the wood trim surrounding the window is not allowed.

If the blinds are changed, the Resident will be responsible for storing the blinds and having them professionally reinstalled (restored to original condition) upon move-out. Resident is responsible for costs of replacement for any damages to the original window treatments.

Windows are not allowed to be nailed and/or in any way permanently shut.

Window Washing

Lyngblomsten will wash window exteriors annually.

This Resident Handbook may be updated periodically and changes will be provided to Resident.