



# Handbook for Assisted Living Residents

## Introduction

Welcome to 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 community, this handbook answers common questions and at-a-glance summaries. Your lease and its addendums, as well as the 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 upon move-in, which contains information such as campus maps, details about amenities, etc.

## Contents

Introduction .....	1
Absences .....	5
Amenities .....	5
Animals.....	5
Pets.....	5
Service Animals .....	5
Appliances.....	5
Building Entry System .....	5
Campus Credit.....	5
Candles.....	6
Carts .....	6
Climate Control – Air Conditioning & Heat.....	6
Commercial Enterprises.....	6
Communication.....	6
Community Fee .....	6
Complaints .....	6
Confidentiality.....	7
Continuum of Care.....	7
Customizations/Modifications to Unit.....	7
Deliveries.....	7
Donated Items .....	7
Dress Code .....	7
Electric Wheelchairs & Scooters.....	7
Elevator Use & Operation .....	8
Emergency: Evacuation.....	8
Emergency: Exits.....	8
Emergency: Fire .....	8
Fire Doors .....	8
Fire Safety.....	8
Fire Emergency/Fire Drills .....	9
Emergency: Medical Situation .....	9
Emergency: Preparedness Plan .....	9
Emergency: Weather .....	9
Fair Housing Act .....	9
Fire .....	9
Firearms and Weapons.....	9
Gambling.....	10
Garage.....	10
Garage Sales.....	10
Garbage & Recycling.....	10
Gardening/Landscaping.....	10
Gratuities & Gifts for Employees & Volunteers.....	10

Grievances & Feedback.....	11
Grills .....	11
Guest Suite/Room.....	11
Heat & Air Conditioning.....	11
Holiday & Seasonal Decorations.....	11
Housekeeping .....	11
Inspections.....	11
Internet .....	12
Keys & Key Fobs .....	12
Landlord & Tenant Rights & Responsibilities.....	12
Lyngblomsten Foundation .....	12
Mail & Deliveries.....	12
Maintenance Emergencies .....	13
Maintenance Requests .....	13
Maintenance Assistance .....	13
Maintenance Repairs .....	13
Management.....	13
Newspaper Delivery.....	14
Noise & Quiet Enjoyment .....	14
Outdoor Spaces (Common Areas) .....	14
Oxygen .....	14
Parking .....	14
Patios.....	14
Personal Property/Valuables .....	15
Pest Control.....	15
Pets.....	15
Policy Changes .....	15
Power Outages & Generator .....	16
Privacy.....	16
Recycling .....	16
Rent & Other Costs .....	16
Renter's Insurance .....	16
Resident Communication & Meetings.....	16
Safety & Security.....	17
Secured Entrance.....	17
Smoke Detectors.....	17
Smoking.....	17
Snow Removal.....	17
Solicitation .....	17
Space Heaters .....	17
Sprinkler System .....	17
Staff Entering Your Apartment .....	18
Subleasing & Guests.....	18
Telephone .....	18
Television .....	18
Termination of Lease/Vacating Your Apartment.....	18

Visitor Policy.....	18
Volunteers.....	18
Window Coverings .....	19
Window Washing.....	19

## Absences

Please verbally inform Nursing staff when you leave the building. There is a sign-out book on each assisted living floor. This information will be used for internal communication purposes and will enable Management to serve you better. Additionally, knowing an emergency phone number where you can be reached is greatly appreciated. If there is a need for someone to enter your apartment, such as for a repair, please leave detailed written instructions. Please see Management for more information.

## 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.

When outside your apartment, always have your pet on a leash (see Pet Addendum for leash requirements). Sorry, pets are not allowed in the dining venues or swimming pool.

When you are outdoors with your pet or service animal, please pay attention to proximity to people's apartments, i.e., do not let your pet play, vomit, urinate, or defecate near patios or in the courtyards. Always clean up after your pet. Pet waste stations are located on campus.

There is a fenced-in pet area on campus where your pets can be off-leash.

### *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.

## Building Entry System

See "Secured Entrance."

## Campus Credit

To encourage socialization, each assisted living apartment receives a monthly Campus Credit. This can be used for food and beverage at Sophia's (not for merchandise), Wally's, and Mikelson's Tavern. The credit can also be used for class supplies or other Lyngblomsten at Lino Lakes sponsored events or activities that have a fee. Credits expire at the end of the month and

cannot be carried over, traded/given to others, or cashed in. The Campus Credit cannot be used to purchase meal plans.

## Candles

The use of open-flame candles is not permitted in the Lyngblomsten at Lino Lakes apartments.

## Carts

Carts are available for your use and are stored in the parking garage. They may be used on a first-come, first-served basis. Please return the cart promptly to the designated area after each use.

## Climate Control – Air Conditioning & Heat

For your comfort, each apartment is equipped with its own thermostat, thus giving you control of the temperature in your apartment.

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 eight (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, the 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. Should any problems arise with your heating or cooling system, please contact the Reception Desk to submit a work order.

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 your apartment 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."

## Community Fee

Residents pay a one-time nonrefundable Community Fee. This helps with upkeep of the amenities.

## 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 Unit

Exterior: No customizations may be made to the exterior of your apartment, e.g., paint color, door, light fixture.

Interior: Structural or substantial modifications such as removing a wall, door, or window are not permitted. Cosmetic customizations such as custom paint color, carpeting in the bedrooms, cabinet doorknobs 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 unit to its original condition or pay for your unit 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 via 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.

## Dress Code

Residents and visitors are expected to be appropriately dressed when outside their apartments. Pajamas, bare feet, and exposed undergarments are examples of inappropriate attire.

Please use the locker rooms to change in and out of swimwear.

## Electric Wheelchairs & Scooters

If you plan to use a motorized wheelchair or other transportation device, please request the policy from Management.

## Elevator Use & Operation

Four elevators are available for your use. Each elevator is equipped with an emergency telephone.

Please do not try to resolve mechanical problems yourself. If you notice any problems with the elevator or hear the alarm bell, please contact Management immediately. Elevators are checked and maintained on a regular basis. **Do not use elevators in case of fire.**

Do not hold the door open with your hand or body; use the Hold button instead.

If you need to move large items (e.g., a sofa), notify Management so the elevator blankets can be placed to protect the elevator from scratches.

Residents are not allowed to leave boxes or other items unattended in the hallways or elevator at any time.

## Emergency: Evacuation

In the event the campus needs to be evacuated due to an emergency such as a fire, gas or water leak, or other threats beyond control, our staff have been properly trained to ensure the safest possible evacuation of all Residents.

## Emergency: Exits

Emergency exit diagrams are posted on each floor. Know where the emergency exits are located. In the event of an evacuation, emergency personnel or staff will direct you to the appropriate exit.

## Emergency: Fire

The building is protected by an automated sprinkler system. An alarm-monitoring agency ensures that all fire alarms are acted on immediately.

### *Fire Doors*

In the event that the fire system is activated, all the fire doors will close. Once the system is reset, the doors can be opened.

### *Fire Safety*

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

- (1) Keep apartment 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) Only use UL surge protectors.
- (4) Only use UL-approved appliances and follow the manufacturer's instructions.
- (5) Do not use or store combustible items.
- (6) Do not use your range or oven for heating your apartment.
- (7) Do not burn candles.
- (8) Do not smoke.
- (9) Be familiar with campus fire emergency procedures and the location of the nearest pull alarm.
- (10) Never use water to extinguish grease or electrical fires.



- (11) Do not dismantle your smoke detectors.

### *Fire Emergency/Fire Drills*

In case of fire or fire drills, follow this procedure:

- (1) Remain calm.
- (2) Stay in your apartment, with your door closed, unless the fire is in your apartment. Then leave immediately, CLOSING THE DOOR BEHIND YOU.
- (3) Do not use elevators.
- (4) Wait for directions from firefighters or staff.
- (5) Upon discovering a fire, immediately pull the fire alarm nearest the fire location. Alarms are located in Assisted Living/Memory Care, next to fire panel.

During any emergency situation, do not use elevators. Follow direction of emergency personnel and Lyngblomsten staff.

### 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: Preparedness Plan

A copy of Lyngblomsten's Emergency Preparedness Plan is available at the Reception Desk. It is available for your viewing upon request. If you have any specific questions, please contact Management.

### Emergency: Weather

During an emergency weather situation, please turn on your radio or television and take the following steps:

- (1) Close your windows, drapes, and door to the hallway
- (2) Proceed to a windowless interior room or closet

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

### Fair Housing Act

See "Landlord & Tenant Rights & Responsibilities."

### Fire

See "Emergency: Fire."

### Firearms and Weapons

Lyngblomsten strongly discourages firearms and other weapons of any kind on our premises at any time. However, in accordance with applicable laws, firearms on our campus must:

- Remain unloaded
- Remain inside the apartment
- Be secured in a locked cabinet or drawer
- Have ammunition locked and stored separately from the firearm/weapon

Firearms may not be stored in any common area, storage locker, garage stall, or automobile or other vehicle parked in the garage or on the premises. No firearms or weapons of any sort are permitted in our care environments or elsewhere on the premises 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

Underground garage parking stalls are available for an additional fee. No items other than vehicles and bicycles are to be stored in the garage.

## Garage Sales

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

## Garbage & Recycling

Each floor has a trash room containing a chute for garbage and a chute for recycling. For large items, there are garbage and recycling bins in the garage.

Special Items: If you need to dispose of extremely large items, please contact Management.

Recycling: Lyngblomsten takes an active role in the recycling of cans, glass, paper, and newspapers. All cans and bottles must be rinsed; however, labels do not need to be removed. All boxes must be broken down. Do not place items in plastic bags when recycling.

Contaminated Items: Disposal of contaminated materials is to be done in a safe manner. Contaminated materials may include needles, syringes, or soiled dressing/clothing.

## Gardening/Landscaping

Lyngblomsten is responsible for landscaping and garden areas. Please do not place anything in the common outdoor areas such as planters, bird feeders, or statues.

When container gardening, plants must be in pots that are designed to prevent water from dripping onto patios.

## 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.

## Grills

Residents are not allowed to grill on their patios.

There is a community grill in the Courtyard that can be reserved for your use.

## Guest Suite/Room

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

## Heat & Air Conditioning

See "Climate Control – Air Conditioning & Heat."

## Holiday & Seasonal Decorations

Residents are welcome to decorate for the seasons and holidays. Any holiday decorations that are outside your unit and visible to others (i.e., on your door or balcony) may be displayed starting 45 days before the holiday and should be removed within 30 days after the holiday or season.

No fasteners such as nails and screws are allowed for hanging seasonal decorations. Please use removable hooks (e.g., 3M).

Natural/fresh green trees, wreaths, swags, etc., are allowed in individual apartments. Flame-resistant artificial trees and greenery are also permitted. Only UL-approved tree lighting in good repair may be used.

## Housekeeping

Residents are required to maintain their own apartments in a decent, safe, and sanitary manner. If you would like assistance with cleaning, you are welcome to hire a cleaning service.

Maintenance and Housekeeping staff will clean and maintain common areas such as hallways, lobbies, restrooms, etc. If you notice any maintenance or housekeeping needs in common areas, please submit a work order through the Receptionist.

## Inspections

Periodic inspections of the apartments by staff may be necessary to ensure the health, safety, and general maintenance of the building. At a minimum, you should expect an annual test of smoke detectors and other emergency systems. 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 apartment has its own router and login. See Resident Guide for more information.

## Keys & Key Fobs

On move-in day, you will receive the necessary fob and keys for entering the building and your apartment, accessing your mailbox, and (if applicable) entering the garage and/or your storage unit. Additional keys/fobs (e.g., for a family member) are available upon request and for an additional fee.

Report any lost keys and fobs to Management immediately. There will be a charge for replacing them. For the security of Lyngblomsten at Lino Lakes, duplication of keys is strictly 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](http://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](http://www.Lyngblomsten.org/foundation) or call the Lyngblomsten Foundation at (651) 632-5319.

## Mail & Deliveries

Your individual mailbox is located on the first floor, and you will need your mailbox key to open it. The number on your mailbox matches your apartment number.

You also have an in-house cubby where staff and other Residents can place items for you.

Outgoing mail can be placed in the outgoing mail slot.

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 receptionist 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 unit (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 apartment

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](http://www.Lyngblomsten.org/TheLyngk) to place maintenance work orders.

Lyngblomsten staff will change light bulbs in fixtures that were provided with your unit (e.g., 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 staff 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

Lyngblomsten at Lino Lakes is 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 in your Resident Guide for contact information.

## Newspaper Delivery

If you wish to subscribe to a newspaper, contact the circulation department of the newspaper of your choice.

When ordering your subscription, have them note your apartment number on the newspaper. Carriers are not permitted in the building. Your newspaper will be placed outside of your apartment door by a volunteer; otherwise, it will be on the bench in the vestibule. 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.

## Oxygen

Persons with electric oxygen concentrators should have an alternative plan for oxygen in case of power outage. Some outlets may be on a generator and available for use. Please see Management for more information. We recommend that you have a spare/portable tank available. Persons with pressurized tanks must be aware of and follow safety procedures. Please contact your oxygen provider for information.

## Parking

Underground parking may be reserved for a monthly rental fee, depending upon availability. No personal belongings are allowed to be stored in the garage/parking stall other than a bicycle. Outside parking is free. Handicapped parking spaces are for persons with handicap stickers or plates only. Outdoor storage of recreational vehicles or boats is not permitted.

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.

## Patios

For the enjoyment of your outdoor space and the safety of you and other Residents and the aesthetics of the campus, the following guidelines are given for patios.

Residents **may** have the following:

- Chairs and small tables (If furniture is left out during the winter months, any coverings must be well-fitting)

- Appropriate patio furniture must be in good repair and intended for outdoor use
- Plants must be in pots that are designed to prevent water from dripping onto patios
- Tasteful decorative items
- Candles (battery operated only)
- Holiday/seasonal lighting and artificial greenery. See also “Holiday & Seasonal Decorations.”
- Other items with the prior approval of Management

Residents **may not** have the following:

- Grills of any kind
- Fire bowls and similar
- Anything attached to, leaning up against, or draped over the railings, including, but not limited to, flags, towels, banners, signs, laundry, etc.
- Large, heavy planters
- Tarps or plastic wrap
- Candles (open-flame type)
- Bird feeders (These feeders are prohibited because they attract rodents and other pests, and can damage the exterior of the building)
- Temporary or permanent clothesline

Smoking is not permitted on any patio. (See “Smoking.”)

Any customizations to your outdoor space require prior approval of Management. Please keep your patio tidy and uncluttered to help maintain the beauty of the campus.

Management reserves the right to ask Residents to remove items that may pose a hazard or negatively affect the aesthetics of the building.

## 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 unit clean as required by the Lease, or because the Resident leaves doors or windows open, the 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.

## Power Outages & Generator

In the event power goes out, Lyngblomsten has a generator. However, your apartment will not have power if the electricity goes out. Keep a flashlight in your bedroom and in other locations in your apartment.

## 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.

## Recycling

See "Garbage & Recycling."

## 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 to your apartment. Alert Management of any safety or security concerns. Please do not allow anyone into the building who is not here to visit you. 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 building is smoke-free. This policy prohibits smoking within 25 feet of the building, which includes your apartment, balcony, or patio. Smoking is also prohibited in the courtyards. This policy applies to regular and e-cigarettes, cannabis, and cigars. This also applies to guests.

## Snow Removal

Sidewalks will be cleared by Lyngblomsten or a contracted vendor. The parking lot will be plowed at the accumulation of two (2) inches. Residents are responsible for moving their cars when snow plowing is necessary. Given the climate of Minnesota, please use utmost caution when venturing outdoors in the winter.

## Solicitation

Lyngblomsten has a “no solicitation” policy to prevent uninvited salespersons and other solicitors from calling on Residents. Unexpected visitors are asked to identify themselves to the staff, who will notify you by telephone and obtain your permission before allowing them to proceed. Should you be visited by an unexpected solicitor, do not let them into your apartment 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.

## Sprinkler System

Sprinkler heads are located throughout the building. Do not disturb the sprinkler heads in any way. Do not hang items on sprinkler heads. There must be an 18” clearance from the ceiling to whatever is below it.

Sprinkler heads are activated by heat. Sprinklers will go off one at a time as needed to control a fire. Once a sprinkler head has gone off, the system must be drained and the sprinkler head must be replaced by the sprinkler company.

## Staff Entering Your Apartment

Generally, staff will not enter your apartment except for routine inspections and maintenance (e.g., to replace a furnace filter) or when you have placed a maintenance request.

Management will not enter your dwelling in your absence for non-emergency maintenance or scheduled services except as authorized or by prior arrangement. If you have requested maintenance and will not be home when Maintenance is anticipated to work on the issue, please leave detailed written instructions.

Management reserves the right to enter apartment in the case of emergency or safety issues, or for sanitation or pest infestation inspections.

If it is necessary for Lyngblomsten staff to enter your apartment while you are not home, they will leave a card indicating they entered your apartment.

## Subleasing & Guests

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

## Telephone

If you wish to have a hard-wired landline, contact Management. A landline will incur a monthly fee.

## 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 Apartment

Please refer to your Lease.

## Visitor Policy

There are no specific visiting hours. Residents and visitors should be respectful of neighbors.

## 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.*