



MN STATE FIRE CODES

Use of grills or open flames on individual balconies &.or patios is prohibited & subject to fines:

Fire or Barbecues on Balconies or Patios

Section 11.117 (a) Open Flame Prohibited. When required by the chief, in any structure containing three or more dwelling units, no person shall kindle, maintain, or cause any fire or open flame on any balcony above ground level, or on any ground floor patio within 15 feet of the structure.

Section 11.117 (b) Fuel Storage Prohibited. No person shall store or use fuel, barbeque torch, or other similar heating or lighting chemical device in the locations in subsection (a).

Please be advised that there is a fine that can be levied against anyone found to even have a grill sitting out on the deck or patio. The fine is anywhere upwards of \$700. The Fire Marshal only has to drive by and notice a grill on a balcony/patio, and will ticket any and all apartments that are found to be in violation of this code.

Also, DO NOT STORE A GRILL in your apartment or storage locker. Many people do not understand how dangerous this is! Example: One major fire was started in an apartment community when a stored bag of charcoal set a balcony and an entire apartment building on fire!

Residents use of grills (if provided) in the picnic areas! Brushes have been provided so you can clean them as you go. PLEASE be courteous of the person that uses it after you – clean it off when you are done.

SMOKE-FREE BUILDING – NO EXCEPTIONS

Apartments & Balconies Included:

Purpose of Non-Smoking Policy: The parties desire to mitigate (i) known health effects of second-hand smoke; (ii) the increased maintenance, painting and redecorating costs in the apartment complex from smoking; (iii) the increased risk from smoking and (iv) the higher cost of fire insurance for a non smoke-free building.

Definition of smoking. The term “smoking” inhaling, breathing, or carrying any lighted cigar, cigarette, or other tobacco product in any manner or in any form.

Smoke-Free Complex: Resident agreed and acknowledged by signing the lease with ZPG, that the premises to be occupied by residents, and guests of resident, have been designated as smoke-free resident, and all residents and guests are not permitted to smoke anywhere in the complex where the residents apartment is located, balconies or in any of the common area adjoining grounds of such building or any other parts of the premises. Residents’ agrees and acknowledges that this policy applies to all residents, guest and visitors. SMOKING is a violation of immediate eviction, as there is ZERO tolerance, as all residents knowingly signed proper paperwork and fully agreed to live in a NON SMOKING building.



TRASH POLICY

The garbage and recycling dumpsters are located on the outside of the gate. Disposing of garbage correctly is a must. Please take the time to know what is acceptable to put in the garbage dumpster.

- Please make sure to use the plastic garbage bags, small enough carry and strong enough to transport. Be sure that they are tied closed. DO NOT use paper grocery bags to throw away your trash. Paper grocery bags break easily, and can cause such a mess – however, they are recyclable.
- Please do not put recyclable items in the garbage dumpster. The recycle dumpster is next to the garbage dumpster. You must breakdown your boxes and cardboard. Styrofoam is not recyclable. Recycling cuts down on the trash bill, and we all need to do our part when it comes to conservation.
- The large metal garbage dumpster is only for garbage – NO FURNITURE, NO ELECTRONICS, NO MATTRESSES, and NO OVERSIZED ITEMS. You must call around to find company that will recycle these items, call 311 for assistance or bring them to a recycling center.
- We are charged \$60 per item, and that will be charged back to the residents.

DRAINS / PLUMBING POLICY

Absolutely NOTHING but TOILET PAPER goes down the TOILET.

Absolutely NOTHING but WATER & LIQUIDS go down any SINK or TUBS.

IF you are having issues with your sinks / shower drains, that are draining slow; please enter an online Maintenance Request at www.zpg.com.

IF you are having issues with your sinks / shower drains, not draining at all, backing up or overflowing, please email the office – if it's during the hours of 9am and 4pm... if it's after 4pm and before 9am, please contact the Emergency On-Call number at 651-229-4902.

Never put Drain Cleaner / Acid (such as Liquid Plumber or Draino) down any drains... you could not only damage the plumbing (piping/sink/tub/toilet)... but you and our maintenance personnel could attain severe burns. The amount could easily exceed hundreds of dollars in damage and violation fees.

IF your toilet is running, not flushing, handle broke – or any general maintenance issue; please enter an online Maintenance Request at www.zpg.com.

IF your toilet is overflowing or not flushing because it is blocked, the only thing that we request you do, is to use a plunger before emailing the emergency into the office --- that's if it's during the hours of 9am and 4pm... if it's after 4pm and before 9am, you will need to contact the Emergency On-Call number at 651-229-4902.



AIR CONDITIONING TIPS

When summer air is at full steam ahead, understanding how to get the most from the air conditioning system is crucial. Please read on for tips on how to stay comfortable. These tips should reduce some cost and frustration.

Residents need to understand that air conditioning has two purposes. 1) to remove the humidity from the air and 2) to cool the dry air. The moisture has to be under control before it can cool the air down. I'm sure you could imagine how hard these systems have to work with the intense Summer heat and humidity of MN...

For those who have wall air conditioners, be certain the vent is CLOSED. You want to close out the outside air and continue re-circulating the inside air. Each time the air passes through the air conditioner, it will be further conditioned to remove moisture and remove heat.

For most efficient use and comfort it is suggested to leave the A/C on a low setting at all times once you obtain your personal comfort level. The A/C unit has a thermostat that will regulate the cooling portion, compressor and the fan, as needed.

To prepare your room to cool and eliminate cool loss, the following tips are offered:

1. If it is warm outside, do not wait until you arrive home after work to turn you're A/C on. Do it before your leave for work – even if it's just on low.
2. Keep closets, windows, blinds and cabinet doors closed.
3. Keep blinds and draperies closed when not at home or during periods of direct sunlight.
4. Run a separate fan on low to help dry the air and keep it flowing...
5. Avoid long hot showers and boiling foods which put humidity back in the air. Run those fans.
6. Avoid baking during the daytime, when the AC's work the hardest.
7. Do not open windows in high humidity, as your AC has already dried the air, best to use a fan.
8. Close off bathroom & bedroom(s) to cool a smaller area first, then, the additional rooms as allowed.
9. Turn off all unnecessary lights.
10. Keep A/C filter clean. Simply gently cleaning your filter (plastic slip in filters), with warm water.
11. Enter a general Maintenance Request if you cannot clean your filter with warm water.

Another factor to consider is that when the direct sunlight hits the wall outside your apartment it could take as long as 2-4 hours for the infiltration to pass through the wall and into your rooms. Example: Living on the east side of the building. The sun rises by 6:00-7:00 a.m. Your hottest period of the day will probably start about 10:00 a.m. and continue until early afternoon.

An AC is only 100% functional if we do all the steps above... if so, we should be able to get the room where the AC is located, to at least 20 degrees cooler than the outside temp... and in some cases, even cooler, if, we've done all we can to optimize the output of the AC.

We do acknowledge that your system may need additional service from time to time. Please don't hesitate to enter a Maintenance Request at www.zpg.com if you have a need for service.



HEAT vs. WEATHER

We would like to take some time to give you some very important, weather related HEAT & AUM information.

Minnesota's Cold Weather Rule stays in affect from October 15 – April 15. However, this in Minnesota, as unpredictable as the weather can be, we often find ourselves at the mercy of Mother Nature – as they say.

- During the winter & spring months, the weather is extremely unpredictable.
- The boilers are on as weather dictates; there are no set dates. Maintenance is trained & certified on the boilers, and the Maintenance Supervisor decides when the boilers go on & off.
- Keeping the boilers on allows us to provide everyone their own personal comfort level. Comfort zones can be difficult to maintain for all – the temperature may be adequate for one but not for another. Please be patient, and enter a Maintenance Request to www.zpg.com if you have concerns.
 - For those that prefer it warmer, turn up your thermostat to your personal comfort level.
 - For those who prefer it cooler, turn down your thermostat, then run a fan or turn on your AC if it's the Spring/Fall months and heat is on... to satisfy your own personal comfort level.
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 - For those who use humidifiers, please remember moisture will form on your windows which in turn might freeze onto glass. Only way to resolve, is to turn down humidity level &/or run a fan.
- As always, having no heat while boilers are at full capacity, is an emergency, and you must contact ER Maintenance immediately, in order to address NO HEAT issues, asap. Call 651-229-4902 for the Emergency On-Call Service. Please give them detailed contact and specific issue information.
- Our 2004 winter was the coldest we've seen in 10-15 years, so we never know what will happen from year to year, so it's best to plan for the coldest and hope for better.
- ZPG does not "make up" the gas prices, Gas Company does, and every person in the state is affected by the gas prices – (Gas Increases) please be prepared. AUM has informed me that several of you pay more than what is due in the Fall months, in order to better budget your winter bills – way to go! AUM is fine with prepaying, especially if it helps our residents.
- AUM is also part of your lease (see Lease Addendums). Residents pay for their apartment, each unit's bill is calculated separately from AUM only. Your AUM bill is billed a month behind (in arrears), which gives you a "heads up" per say as to what the next month's bill may be like (ie. If it's very cold in December, expect a larger bill in January)...
- If you have any further questions regarding your AUM bill, please feel free to contact AUM directly at 1-866-520-1245. Have your account number ready when you call.



AUM ALLOCATION / RUBS OCCUPANT COUNT – WATER / SEWER

“RUBS” is an acronym for Ratio Utility Billing System

No need to contact AUM to set up your account. The Management Office does it for you!

At ZPG Companies, LLC, we believe in resource conservation. Water is increasingly precious natural resource, and the cost to provide and process it is rising dramatically. To that end, ZPG Companies, LLC employs a program that encourages the responsible usage of water by allocating the property’s actual water and wastewater expense among the community’s residents.

The type of water billing program employed by ZPG Companies, LLC is called a RUBS program. RUBS is an acronym that stands for Ratio Utility Billing System, which is an expense allocation methodology that takes into account the number of occupants in each apartment unit to determine that unit’s percentage share of the property’s monthly water and wastewater expenses.

As a resident at ZPG Companies, LLC, you will receive a monthly water/wastewater bill representing your unit’s share of the overall property water and wastewater expense. The bill will come from AUM, a third party billing company that has been contracted to provide this service by the apartment community. Your monthly bill will also contain a nominal administrative fee, which will be presented as a separate line item on your statement.

If you have any questions regarding your water bill, you may call AUM toll-free from 9:00 a.m. – 5:00 p.m. Central Time, Monday through Friday.

- The purpose of this program is to encourage responsible water & sewer usage by having residents pay for a portion of the property’s total water & sewer utility costs. Includes Storm Sewer
- Each resident will be billed for his or her allocated portion of the property’s costs.
- There are no individual water & sewer meters inside residents’ apartments. Residents are charged for their proportionate share of the property’s total electric expense.
- There are separate water & sewer meters on the Outside Lines that run the hoses and sprinklers.

The allocation formula is based upon the number of residents in a unit as a percentage of total residents on the property, with less weight given to each resident beyond the first in each unit. Billing is not based upon individual metering.

Furthermore, the property’s utility costs may be reduced by some percentage for allocation of common area usage. The cost is absorbed by the property, thus reducing the amount of the bill allocated to the individual residents.

Because two people in the same apartment don’t use twice as much as one person, nor do three people use three times as much as one person, the occupant usage factor considers additional occupants in each unit as fractional additional users of the utility. The system calculates per-unit allocation according to the following ratios:

Actual Occupant	Occupant Usage Factor
1	1.0
2	1.6
3	2.2
4	0.4/ additional person

Generic Example – This is not an actual calculation of your bill.

Assume the number of occupants in Unit X is 2. Occupant usage factor of 1.6, while the sum of all occupant usage factors for all units on the property is 521. To arrive at the units individual percentage of the overall water & sewer bill, divide the occupant usage factor for unit X by the total of all occupant usage factors for all occupant usage factors for all units. In this case the percentage is 0.3071%.

Assume the property has a \$2,000 water & sewer bill, and absorbs 10% of these bills for the common areas. The total cost available to allocate to the residents would be \$1,800 (\$2,000 – (10% x \$2,000)).

Take unit X percentage and apply it to the property’s water bill available for allocation to arrive at the resident’s bill. In this case, it would be \$1,800 x 0.3071% = \$5.53.

If additional charges such as base and billing fees are applied to resident statements they will be listed as separate line items. Please note other utility charges may have different billing methodologies.



ZPG Companies, LLC

AUM ALLOCATION / RUBS SQUARE FOOTAGE - GAS

“RUBS” is an acronym for ratio utility billing system.

No need to contact AUM to set up your account. The Management Office does it for you!

At ZPG Companies, LLC, we believe in resource conservation. The type of billing program employed by our company is called a RUBS program. RUBS is an acronym that stands for Ratio Utility Billing System, which is an expense allocation methodology that takes into account the number of occupants in each apartment unit to determine that unit's percentage share of the property's monthly gas expenses.

As a resident at ZPG Companies, LLC, you will receive a monthly water/wastewater/gas bill representing your unit's share of the overall property water/wastewater and gas expense. The bill will come from AUM, a third party billing company that has been contracted to provide this service by the apartment community. Your monthly bill will also contain a nominal administrative fee, which will be presented as a separate line item on your statement.

- The purpose of this program is to encourage responsible gas usage by having residents pay for a portion of the property's total gas utility costs.
- Each resident will be billed for his or her allocated portion of the property's costs.
- There are no individual meters inside residents' apartments. Residents are charged for their proportionate share of the property's total gas expense.
- Common areas are not allocated back to the residents and are paid for by the company.

The allocation formula is based upon the square footage of each unit as a percentage of the total billable square footage of all units combined. Billing is not based upon individual metering.

Furthermore, the property's utilities costs may be reduced by some percentage for allocation of common area usage. The cost is absorbed by the property, thus reducing the amount of the bill allocated to the individual residents.

Because two people in the same apartment don't use twice as much as one person, nor do three people use three times as much as one person, the occupant usage factor considers additional occupants in each unit as fractional additional users of the utility. The system calculates per-unit allocation according to the following ratios:

Actual Occupant	Occupant Usage Factor
1	1.0
2	1.6
3	2.2
4	0.4/ additional person

Generic example – this is not an actual calculation of your bill:

Assume the square footage of Unit X is 1,000 s.f. and the sum of all square feet of all of the units (with less weight given to vacant units) is 256,732 s.f....

To arrive at this unit's individual percentage of the overall gas bill, divide Unit X's square footage by the total square footage. In this case the percentage would be 0.3895%

Assume the property has \$5,000 gas bill and the property absorbs 10% of these bills for common area allocation. The total cost available to allocate to the residents would be \$4,500 (\$5,000 – (10% x \$5,000)).

Take Unit X's percentage and apply it to the property's gas bill available for allocation to arrive at the residents' bill. In this case it is \$4,500 x 0.3895% = \$17.53 for gas.

If additional utility charges such as base and billing fees are applied to resident statements they will be listed as separate line items. Please note other utility charges may have different billing methodologies.



AUM FAQ's

Here are some frequently asked questions (FAQ's) & answers, directly from AUM.

▪ HOW DO I KNOW THE ALLOCATION FORMULA IS FAIR?

We use a sophisticated allocation formula that takes into account the # of occupants in your apartment and the square footage of your apartment, and allocates a share of the residents' utility expense accordingly. Please also keep in mind, that ZPG pays a portion of your AUM bill every month.

▪ IS THIS LEGAL?

Yes, our billing program conforms to all laws and regulations in effect here in Minnesota.

▪ WHAT HAPPENS IF I JUST DO NOT PAY MY UTILITY BILL?

We want you to remain with us as a resident of this property, but please understand that failure to pay your AUM bill will be treated as failure to pay your rent & an unlawful detainer will be filed due to non-payment of your AUM bill. See Lease & Utility/Water Addendums.

▪ WHY SHOULD I STILL PAY FOR UTILITIES IF I AM AWAY FROM MY APARTMENT FOR AN EXTENDED PERIOD OF TIME?

Like rent, you are responsible for the entire month's utility charges, regardless of the amount of time you actually spend in your apartment. You are also responsible for all utilities through the end of your lease – not on the day you decide to vacate your apartment. See your lease addendums.

▪ AUM is also part of your lease (see Lease Addendums). Residents pay for their apartment; each unit's bill is calculated separately from AUM only. Your AUM bill is billed a month behind (in arrears), which gives you a "heads up" per say as to what the next month's bill may be like (i.e. if it is very cold in December, expect a larger bill in January)...

▪ If you have any further questions regarding your AUM bill, please feel free to contact AUM directly at 1-866-520-1245. Have your account number ready when you call.

WATER BILLING PROGRAM

Help Conserve Water

Did you know?

- Studies show the average American uses 170 gallons of water per day. By comparison, in Europe the average is only 25 gallons daily.
- Almost half of domestic water usage is for toilet flushing. Each flush uses up to seven gallons. Please, avoid unnecessary flushing. Don't use the toilet as a wastebasket. Up to 75% of water uses occurs in the bathroom. A leaking toilet can waste more than 100 gallons of water daily. If you suspect your toilet is leaking, please call the office.
- If you have any leaks in your apartment, we would like to know about them. A dripping faucet can waste more than 50 gallons per day or 18,000 gallons per year! A running shower can use up to six gallons per minute or more. Shorter showers do save money. They save the fuel necessary to heat the water, as well. If you run the shower to warm up the bathroom, you may use 60 gallons before you even get wet!
- A bath tub can hold more than 25 gallons of water. That is more than an efficient shower would use. Eight minutes at 2.5 gallons per minute is 20 gallons.
- If you leave the water on while brushing your teeth or shaving you could use more than five gallons of water. Save more than 90% by rinsing only.
- A dishwasher uses approximately 15 gallons of water per load. You can save a lot of water by running full loads. You may be using more than the dishwasher itself if you pre-rinse your dishes. Try scraping them instead, which is often enough.
- Washing machines use between 30 and 60 gallons per load. The permanent press cycle uses the most because of an extra rinse and cool down cycle. You can save considerable water by doing full loads and using the correct water level setting for your load size.

- You may be able to re-use some water. Try using a catch basin when you wash fruits and vegetables. You can give that water to your plants.



ZPG Companies, LLC

ZPG – Policies & Procedures Handbook

PARKING POLICY

These policies enable us to offer parking spots to the residents. Each vehicle has to be registered with the office. All underground parking stalls are assigned by management; let management know if you forget your stall #.

NO GUESTS are allowed in the LOT or the GARAGE, no exceptions to this rule... if we don't know the car, it will get towed.

Each vehicle has to be registered with the office. If you have purchased a new vehicle or changed your plate information, please email the office immediately to update our records.

Please note it is the Police Department can & will ticket or tow cars parked in the Fire Lanes, Snow routes, and Handicapped Spots. Please inform your visitors of property and City rules, to avoid being towed at the owners' expense.

The towing company is: Rapid Recovery 651-665-0022
14 East Acker Street; St. Paul, MN

Owners of unauthorized vehicles, inoperable vehicles, unregistered vehicles (no license, tabs or Parking permit) will be towed and have to pay a towing fee to Rapid Recovery Towing of no less than \$250 CASH for the first 24 hours, with a storage fee is added for each additional day.

Only ZPG Employees will be authorized to have a vehicle towed. Should you find an unauthorized vehicle in the Garage or Parking lot and wish to report it, please email the office. IF it is after hours, contact the on-call number 651-229-4902 and maintenance will be contacted.

Parking Policy Violations

1. The resident must be listed on the lease.
2. Parking is on a first come, first served basis – we do have a wait list from time to time.
3. Each additional person with a car will receive an orange permit for the outside parking lot.
4. Violations:
 - a. If you allow anyone to park in the garage or lot, you will immediately terminate your privilege to park in the garage or lot;
 - b. that persons car will be towed.
5. Consequences for further violations:
 1. 1st violation – a written warning (in file); loss of parking privilege
 2. 2nd violation – \$50 fine – Must be paid with the next month's rent; vehicle will be towed at owner's expense
 3. 3rd violation – \$100 fine – Must be paid with the next month's rent; vehicle will be towed at owner's expense



Apartment Exit Cleaning List

Let us help you get your deposit back!

The following items are necessary in order for you to receive your damage deposit refund. If these items are done and there are no damages, unpaid late fees, delinquent rent, or an improper notice given, your damage deposit will be forwarded to your new address approximately twenty-one (21) days after your keys are turned in.

ENTIRE APARTMENT:

1. Walls: must be cleaned of any marks.
2. Floors: must be clean – scrub and remove grease and dirt.
3. Carpet: stains must be removed.
4. AC: covers and filters should be cleaned.
5. Light fixtures: clean and make sure light bulbs are working.
6. Windows/Sliding Door: clean inside and also the tracks.
7. Traverse rods and blinds: they should be up and clean.
8. Closets: wash shelves, vacuum and wipe tracks and wipe down the doors.
9. Remove all trash and hangers.
10. All baseboards (heaters) and switch plate covers need to be wiped down (dust free).

KITCHEN:

11. Refrigerator: must be cleaned – DO NOT UNPLUG OR TURN OFF! Be sure to clean underneath refrigerator, down the sides, and to dust coils in the back.
12. Kitchen drawers and cupboards: clean inside and out.
13. Dishwasher: clean inside and out, including gasket on door.
14. Stove and oven: clean inside and out, including the top, sides, oven racks, and broiler pan. Be sure that the storage drawer, drip pans, backsplash, and beneath drip pans is clean. When cleaning the splash guard on the wall at the back of the oven, do not use abrasive cleaners or scratchy pads. HINT: spray oven cleaner on racks and put in large garbage bag and let sit overnight. In the morning they should wipe clean.
15. Hood fan and filter: clean thoroughly, including underside and lip.

BATHROOM(S):

16. Bathroom drawers and cupboards: clean inside and out.
17. The entire tub surround area must be cleaned and polished.
18. Bathroom mirror must be cleaned.
19. Bathrooms: clean thoroughly, including floor, toilet, bathtub, tub sidewalls or tile, sink, vanity, vanity cupboard, light fixture and linen closet.

GARAGE / STORAGE LOCKER / BALCONY:

20. Balcony/Patio: sweep clean and remove all items.
21. Storage locker: sweep clean and remove all items.
22. Garage stall: sweep and remove oil deposits.

There is a \$30/ hour charge for any and all cleaning done after your have vacated your apartment and turned in your keys. In accordance with your lease agreement, your must be out of your apartment no later than 12:00 noon on the last day of the month.

Whenever possible, let us know if you will be planning to move out earlier as there are often others waiting to move in.

Thank you for leaving your apartment as you would wish to find it!

