

SVK Development

Welcomes you to Rose Garden

To facilitate your transition to your new home, enclosed are some essential and helpful information:

- A. Owner and Management Information
- B. Maintenance Requests
- C. Rent Payments
- D. Utilities
- E. Renter's Insurance
- F. Smoking
- G. Grills
- H. Mail
- I. Security Systems

A. Owner and Management Information:

Owner:

SVK Development
3335 Pennsylvania Avenue N
Crystal, MN 55427

Property Manager:

Samantha Kevitt
3335 Pennsylvania Avenue N
Crystal, MN 55427

Emergency phone: (612)-703-6373

E-mail: samanthakevitt@yahoo.com

Website: www.svkdevelopment.com

B. Maintenance Requests:

For non-emergency maintenance requests you will need to set up an account with **eRentPayment** and submit maintenance requests online through that system. Please see the directions below in the "**Rent Payments**" section.

For emergency situations, defined as no water, no heat, no electricity (if it is only your unit that does not have electricity), or other items under our control on property, call (612)-703-6373.

For emergency situations requiring authorities (police, fire, utilities), those respective parties should be contacted first.

C. Rent Payments

Rent payments are due no later than the 1st of each month. If rent is paid later than the first, it will be recorded as a late payment. We offer tenants the ability to pay your rent online. We use the online system called **eRentPayment**, which:

- Offers you the flexibility you need, such as one-time and recurring payments along with their form option and phone payments.
- Gives you the option to build your credit history by reporting your payments to credit bureaus.
- Can provide monthly reminders to keep you on track, so that you always have your rent in on time by the 1st of each month.
- Gives you complete control over your rent payments. You can start and stop payments at anytime, and switch bank accounts/payments methods with ease.
- Is completely free for you to use as a tenant.

Below are the steps for creating an account:

1. Go to eRentPayment.com
2. Click on "Renters" located at the top of the page.
3. Click "Sign Up Now"
4. In the "User Type" scroll down to "Renter/HOA member"
5. Next, you will type in your "Renter Code." This code is unique to each unit. Your code will be: **rosegarden+ Your unit #**. For example, if you live in unit 18255 your renter code will be **rosegarden18255** (please make sure there are no spaces). Roommates will use the same code and can set up separate accounts.
6. In the "Please confirm this is the correct property" box select "Yes" if the information is correct.
7. Now you will be prompted to create a username and password.
8. Once you have created your account you can add your bank information to set up one time or recurring payments. If you do not wish to add a bank account, simply click "Renter Home" in the upper right hand corner.
9. You can also submit maintenance requests through your account by clicking on "Requests" and then, "Create a Request."

If you wish to pay your rent by check please discuss this with your Landlord, as we are happy to work to accommodate your request. If you have permission to pay by check we only allow one check per unit. Please make all checks payable to **SVK Development**. Before mailing your rent checks please write your house number in the memo section of your check to ensure that the payment is credited properly.

Please mail rent checks to:

SVK Development
3335 Pennsylvania Avenue N
Crystal, MN 55427

You may also drop off the rent check at the above address Monday-Thursday 8:00am-4:00pm. Please note that these hours are subject to change, as we do not have set hours that our office is open.

D. Utilities

Tenants are responsible for setting up and paying for electric, gas, sewer/water, garbage, recycling, Internet (optional) and cable (optional). Tenants are also responsible for maintaining salt levels in the water softener.

Electric:

Xcel Energy
www.xcelenergy.com
1-800-895-4999

Gas:

CenterPoint Energy
www.centerpointenergy.com
612-372-4727
800-245-2377

Sewer/Water:

City of Plymouth: Sewer and Water Services
<http://www.plymouthmn.gov/index.aspx?page=238>
763-509-5333

Garbage:

See lists of licensed garbage haulers on the City of Plymouth's website:
<http://www.plymouthmn.gov/index.aspx?page=250>

Recycling:

City of Plymouth: Recycling and Disposal
<http://www.plymouthmn.gov/index.aspx?page=237>
763-509-5333

Cable/Satellite TV/Internet Suggestions:

Comcast
www.comcast.com

651-222-3333

Dish Network
www.dish.com

Direct TV
www.directv.com

Century Link
www.centurylink.com

E. Renters Insurance

Renters insurance protects your personal property against damage or loss, and insures you in case someone is injured while on your property. For more information visit:

<https://mn.gov/commerce/insurance/topics/home-property/renters-insurance.jsp>

F. Smoking

Smoking is not permitted anywhere on the premises.

G. Grills

Charcoal grills are not allowed on any deck. Please contact the City of Plymouth to find out their rules and regulations on gas and electric grills.

H. Mail

Please call Lost Lake Post Office and set up mail delivery with them. Make sure to provide them with the correct mailbox number and your house number.

Lost Lake Post Office
763-577-1068
9705 45th Ave N, Plymouth, MN 55442

12 Slot	
1. 18225 Hamel Road	9. 18265
2. 18227	10. 18267
3. 18235	11. 18275
4. 18237	12. 18277
5. 18245	Collection Slot
6. 18247	1P
7. 18255	
8. 18257	

8 Slot	
1. 18135 Hamel Road	5. 18165
2. 18137	6. 18167
3. 18145	7. 18175
4. 18147	8. 18177
1P	Collection Slot
	2P

I. Security System

Your security is of utmost important to us and we are happy to work with you if you wish to install a security system. The security system you choose must be a wireless system and cannot damage any walls beyond “normal wear and tear.”

You MUST also provide us with the code for the system and any further instructions on how to turn the system on and off. We must have the security code and instructions in order to gain entrance upon an emergency situation, to perform requested maintenance when you are not home, and to conduct showings once you have given your sixty day notice to terminate your lease.