

# Services

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## TRASH REMOVAL

Trash and recycling dumpsters are available in both garages.

1. Please put all trash in a plastic bag and tie it before placing the items in the dumpster.
2. Disposal of boxes: All boxes must be broken down and flattened. They can be placed in the recycling bins found in each garage. If you are unable to break down a box, please place it next to the recycling bin and it will be broken down for you.
3. NO excess household items of any type are to be thrown away or recycled using the RCOB garbage dumpsters.
4. **NOTE: Do not dispose of televisions, computers, VCR's, tires, microwaves, computers, appliances, mattresses, furniture, junk or fluorescent bulbs in the dumpsters. Contact the business office for assistance with these items.**

## RECYCLING

You are also encouraged to recycle. Members are responsible for bringing their recycling to the designated bins in the garage. **PLEASE rinse cans and bottles prior to recycling.**

For a full list of what can be recycled, please refer to the Recycle Guide in the Appendix. Some examples are included below:

Corrugated & clean cardboard (flatten it)	Newsprint
Junk mail	Magazines
Aluminum cans and other cans	Glass (green, clear, brown)
Plastic – remove caps	NO PLASTIC BAGS (Most grocery stores recycle plastic bags.)

## PICK UP/DISPOSAL SERVICES

Household hazardous waste and electronics are can be disposed of/ recycled at:

- Burnsville Maintenance Facility 13713 Frontier Ct., Burnsville during the City of Burnsville Recycling Day in September.
- The Recycling Zone 3365 Dodd Road, Eagan.  
<https://www.co.dakota.mn.us/Environment/RecyclingZone>

Household Electronics and mattresses can be disposed of/ recycled at:

- Randy's Environmental Services: 12620 Vincent Ave S, Burnsville, MN 55337.  
[randysenvironmentalservices.com](http://randysenvironmentalservices.com)

Call CHAP for donation pick-up (952) 890-8222 [thechapstore.com](http://thechapstore.com).

Complete unit clear-out service: Empty the Nest (763) 544-0106 [emptythenest.net](http://emptythenest.net).

College Hunks Hauling Junk 1-888-274-8163 or [collegehunkshaulingjunk.com](http://collegehunkshaulingjunk.com)

## **DONATIONS**

If a member would like to donate an item to the cooperative other than a library donation, it must first be approved by the appropriate committee and then the RCOB Board of Directors. The donated item then becomes the responsibility of the cooperative to maintain. A member can also propose loaning an item or equipment to the community for temporary use. In this case, the item(s) must be approved by the appropriate committee to be used by the cooperative but maintained by the member. Both forms are found in the Appendix and must be submitted to the business office for further review, dissemination and approval.

If you wish to donate a plant and you have received prior approval to do so, it is the donating member's sole responsibility to care for and clean up clippings, dead leaves, etc., or you will be asked to have it removed.

## **FREE TABLE**

Located in both garages the free tables are for donated items, which are free to other members. Please, no large pieces of furniture, clothing, soiled or damaged items or electronics. After two weeks, items will be discarded or given to charity.

## **SALES/SOLICITATION**

1. Items for sale may be posted on the bulletin boards in the garage lobbies.
2. "Estate Sales" must be marketed internally only - **no "open to the public" sales.**
3. Showings of items for sale on Craig's List or other online sites **MUST** be managed by party selling item(s). Items for sale may be posted on the bulletin boards in the garage lobbies.
4. Direct Sales/Home Parties must be hosted in a member unit or through reservation of the Great Room.
5. Door to door solicitation is prohibited.
6. Political candidates are permitted access to RCOB under the MN State Statute 211B.20 if the candidates/workers seeking admittance do so solely for the purpose of campaigning. Candidates/workers will be required to provide reasonable and proper identification as a prerequisite to admission. Workers **MUST** be accompanied by the candidate when in the building or will be denied access. Candidates/workers will be encouraged to place literature in member in-house mailboxes in the library or to schedule a forum at which the candidate can address members.

## **GROCERY CARTS /DOLLIES**

Each garage is equipped with two grocery carts and a flat cart. The equipment is for the members to use and should be returned promptly to the correct lobby as noted on the equipment handle. Carts should never be left in any common areas or units.

## **BULLETIN BOARDS**

1. Library bulletin board for external activities/events related to or of interest to our senior population.
2. Bulletin boards in the entrance to the garage should be the only boards used to advertise outside services, i.e. solicitation for cleaning service, help around the house, errands.
3. The main bulletin board will display cooperative specific information.
4. Laundry room bulletin boards are for laundry room purposes only. No event postings.
5. Event notices such as jackpot, bingo, should be posted a day or two ahead of time and then be taken down. They should not remain up continuously.
6. Notices must not be of pornographic or political nature nor target any specific race, color, religion, sex, age, physical handicap, marital status, national origin or ancestry.

## **COMPUTER, COPIER AND FAX**

There is a computer with Internet access for member's use in the library. For your own privacy and security, it is highly recommended that you sign off of any websites or programs you are using when your computer session is over. There are limited printing capabilities from this computer.

Also found in the library is a copier/scanner/printer machine. All copies made for official Realife Cooperative of Burnsville business is free. There is a small fee (posted in the Library/Media Center) for personal use, paying is on the honor system. Place money in the collection tin, located near the machine. Should the machine be in need of paper or toner, please report it to the business office.

The library/media center does not have a fax machine; however, a fax can be sent or received by the property manager. The fax number is 952-737-6155. Please, include your name and unit number.

## **Wi-Fi ACCESS**

Open Wi-Fi networks are available in the Great Room on first floor and the exercise room on the 2<sup>nd</sup> floor. Look for the Realife Great Room and Exercise Room networks. No password is needed for these areas. A secure network can be accessed in the Lobby. Select the **Realife Guest** network. The password is **earthquake**.

## **BUILDING MAINTENANCE & WORK ORDERS**

RCOB employs maintenance staff. Requests for maintenance and repairs are through a work order. Work orders can be found in the lobby. Once you complete the work order place it in the locked wood box in the lobby. The box is checked several times a day and will be prioritized in order of immediate urgency. Be sure to indicate if it is OK to enter in your absence. Not doing so can cause a delay in service. A copy of the work order will be left in the unit when work is complete.

Consider a work order a "to-do" for maintenance staff. If you want staff to know you have a problem, stop and tell us about it. If you actually want to have the work done, complete a work order.

Members will be charged for repairs and maintenance necessitated by members own negligence or misuse even if accidental. Members will be charged for repairs and maintenance for any work that is non-cooperative related or non-standard items.

Realife Cooperative of Burnsville has a preventative maintenance program upon which batteries in CO2 and smoke detectors will be changed, furnace filters will be changed, etc. You will be notified before this maintenance takes place.

Your unit is subject to inspection at any reasonable hour of the day with reasonable notification and at any time in the event of an emergency.

## **AFTER-HOURS MAINTENANCE**

Maintenance staff will respond to emergency calls in the evening and on the weekends. Your need **MUST** be a legitimate emergency.

The After Hours Maintenance Volunteer Team is a team made up of member volunteers in the building that can help troubleshoot minor maintenance issues and get in touch with Maintenance staff if necessary. The list is posted on the bulletin boards and in the elevators.

Realife Cooperative also contracts with an After Hours Emergency Hotline that can contact staff maintenance in the case of an emergency. **The number is 651-229-3639.**

## **ABSENCE FROM UNIT**

If you plan to be away for an extended period of time (vacation, etc.), please inform the office manager and leave an emergency telephone number and/or address. A form has been provided for your convenience. (See Appendix)

## **MAINTENANCE**

- RCOB maintenance will provide a complementary check of your unit once a month if you are going to be gone for 4 weeks or more. Notification that they were there will be provided.
- Routine maintenance may be necessary during your absence. Explanation of service will be provided.

## **MAIL/DELIVERIES**

- It is the sole responsibility of each member to deal directly with the Post Office in making arrangements for delivery of their mail while they are gone.
- Authorization forms may be obtained either from the US Postal Service or the mail carrier. Indicate on the form whether you wish to have your mail forwarded or have it held at the Post Office for you. If there is more than one person living in the unit use a "Family Forward" so that all of the mail is forwarded.
- **The office manager cannot assume responsibility for picking up, holding or forwarding mail or deliveries to you.**
- It is the sole responsibility of each member to stop the newspaper service while they are away.