

Copenhagen Enterprises Welcome Sheet

Contact

Office Phone: 612.871.2066
Office Fax: 612.871.2142
After Hours Emergency Phone: 612.843.2988
Email: manager@copenet.com
Website: copenhagenenterprises.com
Office Address:
Copenhagen Enterprises
26 Oak Grove Street, #A2
Minneapolis, MN 55403

Key Replacement Fees and Lockout Charges

Main building key: \$100
Unit key: \$15
Mailbox key: \$15
After-Hours Lockout Fee: \$100



Utilities

Electric:

You are billed directly by Xcel Energy for the electrical service in your apartment. If you have a question about your Xcel service, please contact them directly at 800.895.4999 or xcelenergy.com. You are responsible for starting and stopping this service.

Gas:

Residents of 3518 Nicollet Avenue are billed directly by CenterPoint Energy for the natural gas service to your stove. Please contact them directly with any questions at 800.245.2377 or centerpointenergy.com. You are responsible for starting and stopping this service.

Internet:

Internet options include Comcast Xfinity, CenturyLink, or US Internet. All residents have access to all options, and service is set up directly with the provider.

Comcast: 800.934.6489 or comcast.com
CenturyLink: 800.244.1111 or centurylink.com
US Internet: 952.253.3200 or usinternet.com



Maintenance

The most efficient way to submit a [maintenance request](#) is online via the Tenant Portal at copenhagenenterprises.com/connect. For concerns regarding the completion of a work order, please direct inquiries to manager@copenet.com.



Emergency Maintenance

For emergency maintenance service, do not use the online portal. Please call 612-843-2988. Examples of maintenance emergencies include: leaking or flowing water; sewer or drain blockage; mechanical failure of locks or keys; complete loss of heat. If you have a concern regarding the smell of gas in your unit, please call the emergency maintenance number prior to contacting CenterPoint.

In-Unit Water Shutoff

Water shutoffs are located beneath each sink. There are both hot and cold lines that will shut off with a quarter turn on the metal knob in the event of any water issues.

Air Conditioners

Both window and portable units are allowed, provided they are owned by the resident – management will not provide residents with A/C units. Maintenance is happy to install and remove units free of charge, and we ask all residents to be aware of any water in units to prevent leaking to units below. Air conditioning is the responsibility of the resident and will be billed to the resident's Xcel Energy account.

Circuit Breakers

If you trip your breaker, most circuit boxes can be found in the common areas of your building's basement – either along the main hallway or in the laundry room. At 1706 Stevens, 629 E 15th and 507 E 14th, they can be found in unit. Please call if you need assistance locating these, or if you believe there is a separate issue causing a loss of power.

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City of Minneapolis

Most questions about City services can be answered by calling the **311** information line or by visiting ci.minneapolis.mn.us.

Parking

For information on the Minneapolis Critical Parking Permit:

ci.minneapolis.mn.us/parking/critical/index.htm.

For information on snow emergency parking rules:

minneapolismn.gov/snow/snow_parking-info

Abbot Apartments
(corner of 1st Ave
and 17th St): 612.338.5588



Pets and Packages

Pets can be added to your lease at any time with the appropriate deposit amount and monthly fees. We accept cats and dogs, and most other pets. Certain restrictions do apply.

We are happy to accept packages at the office. Residents may address your packages to the office as follows: Your Name C/O Copenhagen Enterprises 26 Oak Grove St #A-2 Minneapolis, MN 55403. We notify package acceptance via text message. **We are not** responsible for lost or stolen packages; however, we **strongly** recommend delivery to the office to prevent theft. Management does **not** recommend leaving packages in common areas.

Office Communication:

For questions regarding leasing, marketing, package acceptance, parking options, pets, notice to vacate, and any concerns regarding your home, please email us at: manager@copenet.com

For questions regarding lease renewals, past due balances and account charges, applications, security deposits, unit condition at move in and move out, common area and building grounds condition, please contact our **Property Manager Nora Zedan** directly at nora@copenet.com or 612-843-2980.

Laundry

With the exception of residents at 629 E 15th St, our laundry machines are serviced by BDS Laundry Services, an outside contractor. **Please contact them directly** with any maintenance concerns at 877.841.7700 or bdslaundry.com; you will need the machine ID of the unit in question. This is found on the top left of the machine. If you feel the situation is an emergency, please refer to the after-hours phone number.



Storage

Storage lockers can be rented at any time on a month to month agreement. If you are interested in adding storage, place call or email the office.

Residents are welcome to store bikes in areas with ample space, except hallways. *Copenhagen Enterprises is not responsible for lost or stolen items stored in common areas or dedicated storage lockers.*

Neighborhood

Grocery Stores:

Stevens Square Farmers Market
2001 Nicollet Ave

Third Avenue Food Market
1905 3rd Avenue South

Lunds & Byerlys Hennepin Avenue
1201 Hennepin Avenue

Wedge Community Co-Op 2105 Lyndale Ave S
Cub Foods - Uptown

1104 Lagoon Ave

CVS Pharmacy

2001 Nicollet Avenue

School Districts can be found at

<http://www.mpls.k12.mn.us/maps>.

Veterinary:

Pet Doctor Clinic
25 East Franklin Avenue
Minneapolis, MN 55404
(612) 607-0044