



New Resident FAQs

Where is the clubhouse

- The clubhouse is the first building on your right when you drive into College Town from Pohl Road - behind the pool. The clubhouse address is **1800 Pohl Rd Mankato, MN 56001**.

What is my address?

Residents of College Town:

- Your address is: number of your cottage/unit followed by Cottage Path Mankato, MN 56001
- Example: 148 Cottage Path Mankato, MN 56001

Residents of Carson Townhomes:

- Your address is: number of your unit followed by Carson Drive Mankato, MN 56001
(If you live in the 109 block, your address is 109 Carson Drive followed by your unit number.)
- Example: 100 Carson Drive Mankato, MN 56001
- 109 Carson Drive #101 Mankato, MN 56001

How can I get in contact with College Town?

- Our clubhouse and offices are open **Mon - Fri: 8:30 AM - 7 PM, Sat: 10 AM - 4 PM, and Sun: 12 PM - 4:00 PM** where you can talk to our community assistants. You can speak to our leasing manager and property manager Mon-Fri: 8:30 AM-5 PM. *By appointment only.*
 - Please refer to the "Important Contact Information" sheet to see all the other options to reach us.

What amenities do I have access to?

You have access to:

- Coffee Machine
- Pool Table
- Tanning Beds
- Pool
- Vending Machine
- Ping Pong Table
- Fitness Center
- Lounge/Study Areas
- Print With Me
- Hot Tub

What are the rules for using the amenities?

- **NO GLASS IS ALLOWED IN THE POOL OR HOT TUB AREA.** Every time glass breaks on the pool/hot tub deck, the health department requires us to shut down, drain, sweep, and re-chlorinate the pool. This entire process could take up to **TWO WEEKS**. We want the pool and hot tub to be available for all residents to enjoy, so please make other arrangements if you will be using glass for any reason.
- Guests are welcome to use the amenities, but not without being accompanied by a resident of College Town or Carson Townhomes. You are responsible for the behavior and conduct of your guests.

When is rent due every month and when do late fees get applied/how much is a late fee?

- Rent is due by the 1st of every month. If rent is not paid by the 3rd of every month a late fee will be applied to your account. The late fee is 8% of what you owe for rent.

What do I do if I keep receiving mail for someone who does not live in this unit?

- The individual who is receiving mail to your cottage is most likely a previous tenant. You can bring that mail to the clubhouse during office hours and our community assistants will take care of it for you.

How do I set up my cable and internet?

Residents of College Town:

- Internet is included in your monthly rent.
- College Town does NOT provide your unit with a wireless router and must be provided by the residents.
- Any issues regarding cable and internet must be handled with Consolidated Communications.
- College Town cannot assist with any maintenance requests regarding the cable and internet.

Residents of Carson Townhomes:

- Cable and internet are NOT included in your monthly rent.
- Residents are responsible for contacting any local internet service provider for set-up.

What should my thermostat be set to?

- Keep your thermostat at 65 degrees Fahrenheit and above to prevent your unit's pipes from freezing in the colder months. Thermostats must be on during winter and spring breaks to avoid serious damage to your unit while you are away.
- During the summer months when your air conditioner will be in use, please do not set your thermostat lower than 69 degrees Fahrenheit. Any lower and your air conditioner may be damaged.

Where do I put my garbage?

- We have a large compactor for residents to use to dispose of their trash. Garbage must be placed in the compactor, not around it.

Where do I get my mail and packages?

- All USPS packages will be delivered to the clubhouse, and we will notify you via text message and/or email when it is processed here at the clubhouse. All UPS and FedEx packages get delivered directly to your unit.
- College Town does not sign for any packages, so make sure to have updated your shipping preferences.
- Packages that have not been claimed within 3 business days after our receipt of the package will incur storage fees of \$10 per day until day 10. After 10 days, the package will be considered abandoned and the Landlord may immediately, without notice, either return the package to its original sender, or we may throw it away regardless of value. Resident will remain liable for the storage fees incurred.
- The mailroom is directly across from the compactor, each tenant will receive their own mail key per cottage during move in, so you are able to access your mail.

Where does my parking pass go on my vehicle?

- Please hang your parking pass from the review mirror with the parking pass number facing outward so that it may be easily seen and read.

Where do my guests park?

- Due to limited space, we do not allow overnight parking for guests. Any car found parked in College Town without a CURRENT parking pass will be towed at the expense of its owner.