

FREQUENTLY ASKED QUESTIONS

When is rent due? Rent is due on the 1st and is late if not received on the 5th of each month.

When are late fees assessed? Late fees are charged on the 6th of each month.

How much are late fees? Late fees are 10% of the total outstanding rent.

Referencing Page 1, Number 6 of the Lease Agreement: Am I required to pay the Re-Key Fee of \$150.00?

There are only two scenarios in which the re-key fee must be paid by the Tenant. The re-key fee is due if all keys that were given to you at move-in are not returned to management at move-out. The re-key fee is also due if you request to have your locks changed. We will gladly complete the lock change request, but you will be responsible for the cost to do so.

Are you pet friendly? Yes, 99% of our properties are pet friendly. There is a 2 pet maximum per home. A pet can be added at any time throughout the lease term. Please call our office to discuss the required pet fee, deposit and paperwork for your specific property.

Why do I have to keep my utilities on for 7 days after my lease expiration date? Within those 7 days, we are repairing, cleaning, and painting the property from you living at the property. The previous Tenant left their utilities on as well so we could prepare the property for you. The person after you will also do the same.

Can I move in early? The only option for a guaranteed early move in would be to accept the property in 'as is' condition. Accepting a property in 'as is' condition means we will not clean the house or carpets and will not paint. This will not forgo any cleaning or painting expectations at the end of your lease (i.e. you will still be responsible for cleaning when you move out!)



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Am I allowed to sublease or terminate my lease early? No, we do not offer a traditional sublease and you do not have the right to terminate the lease early. We understand that circumstances happen and we are happy to help. Please view our “Alternatives to No Termination Policy.”

What if my roommate does not pay their portion of rent? Our leases are joint and several, meaning that all lease holders and parental guarantors are jointly liable for rent and all other obligations under the lease. We allow lease holders to pay rent separately. We reach out to the specific tenant(s) who owes and their parental guarantor(s) first to collect unpaid rent. A parental guarantee form is required for all tenants who lack independent financial means.

What are my responsibilities relating to maintenance? Tenants are responsible for general maintenance such as any clogged plumbing and for the replacement of light bulbs, HVAC filters, batteries, and water filtration systems. Tenants are also responsible for the prevention of freezing pipes. Please view our “Maintenance Tips” sheet that will assist you with small problems that may arise in your property.

What is considered Emergency Maintenance? There are FEW emergencies. An emergency is a threat to life or the property such as fire, flood, gas leak etc.

When will I receive my security deposit refund after moving out? The statement of deposit and/or refund of deposit will be mailed to the designated special stipulations person on the lease agreement within 30 days of the last day of the lease.