

# FREQUENTLY ASKED QUESTIONS

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

**When are late fees assessed?** Late fees are charged on the 6<sup>th</sup> of each month.

**How much are late fees?** Late fees are 10% of the total outstanding balance owed.

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

The Fee of \$150 is only due in the following scenarios: 1. At least the same number of keys given to Tenant at move-in, which is documented on the move-in inspection form, are not turned in at move-out. 2. Tenant requests Landlord to re-key the home. 3. Tenant is evicted from property. 4. Tenant is found to be engaging in criminal/illegal activity on the property. 5. Original locks are replaced without consent of Landlord.

**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. The current cost for a pet is a one-time, non-refundable fee of \$350 per pet. Monthly pet rent is NOT required.

**Why do I have to keep my utilities on for 8 days after my lease expiration date?** Within those 8 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.

**Why is my rent not prorated?** As a resident, you are paying a set contract price. This contract price is broken down into 12 equal payments for your convenience.

**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.



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**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!)

**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.

**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.