

Frequently Asked Questions

What are your rental requirements? Applications **ONLY** accepted with a security deposit equal to one month's rent. Applications are reviewed on the basis of past and present credit history, steady and dependable income, the ability to meet your present financial obligations in addition to the proposed lease. For security purposes, the credit bureau requires we obtain a copy of a picture ID of all applicants.

Do you accept short term leases? Most of our homes require a minimum one year lease. However, we will sometimes consider a shorter term. A rent premium may apply. Contact our office to be sure.

Do you accept pets? We do accept pets in most of our properties, upon payment of a nonrefundable pet fee. Pets are approved on a case-by-case basis, depending on the type of property, type, age and size of the pet. In most cases the fee is \$200 per pet. Please ask our leasing agent about your particular situation so that we can make a determination on your pet.

What is the application fee? There is no application fee. However, you must submit a deposit equal to one month's rent at the time you make the application.

What if I am declined? In the event your application is declined, your deposit will be returned.

What if I change my mind? Please make sure that you are certain of your desire to lease a property before you submit an application. **The deposit is returned only if your application is declined. If you change your mind, you forfeit your deposit.**

When will I know if I'm approved? It generally takes 1-2 business days to review your application. We use this time to review your credit report, verify employment and income information, and contact your present and previous landlord. A properly completed application will make this process smoother.

Am I responsible for maintenance and repairs? Generally, you are responsible for only routine maintenance such as changing furnace filters, light bulbs or batteries in smoke detectors, and cutting the grass (if applicable). We will handle all repairs, such as broken appliances, leaky faucets, or a running toilet. You can call, fax or e-mail your request. In case of an after-hours emergency, our property manager can be paged using the options available on her voice mail. We classify calls into 3 categories: Urgent, Routine & Improvement. Our goal is to address maintenance concerns within 24 hours for all urgent calls, 7 days for routine calls and 30 days for improvements. An improvement would include exterior painting or siding, a new roof, installation of new landscaping or other similar improvement to the property. These improvements are most often initiated by a member of our staff after visiting a property for a routine inspection.

How are lease renewals handled? Approximately 75 days before your lease expires we will contact you with your options for renewing, be it for a month-to-month option, a year or more, we'll let you know the rate and options available to you so you can make an informed decision.

What is expected when I move out? Should you choose not to renew, we will send you a confirmation letter, along with our requirements and procedures for return of your security deposit. The property should be left clean, free of all personal belongings and in substantially the same condition as when you moved in (normal wear and tear is expected). A move-out inspection will be completed and your deposit returned, less any damages, usually within 10 days, but no more than 30 days