

Question and Answer

Q: What is the carpet and lock fee?

A: The carpet and lock fee is the non-refundable portion of the security deposit that is used to have the carpets professionally cleaned and locks re-keyed when you vacate.

Q: How long does it take to process an application?

A: It typically takes 24 hours to process an application but it can take longer if we have a hard time getting a hold of your references.

Q: What is your qualifying process like?

A: We qualify you based on credit, your current rental reference, we call to verify employment, and we have to make sure you make 2 ½ times the rent.

Q: What if I don't have a current job/ current rental reference/ make 2 ½ times the rent?

A: If you do not have any of these things we ask for you to get a co-signer.

Q: I have horrible credit. How would I know if I will pass?

A: Our credit check looks at your FICO score, how long you have been with your current employer, how long you have lived at your current residence, your debt to income ratio, your rent to income ratio, if you have any collections, and if you have any judgments. Because all of these things are involved we can't determine what your score will be until we actually pull your credit.

Q: The washer and dryer are provided and I have my own/ I would like a lower rent/ I am looking to move at a different time/ I have a pet. Do you think the owner would be willing to work with me?

A: We would have to go to the owner with that question. If you list that as a contingency on your application we will contact the owner and see if they would be willing to work with you.

Q: Do you have the averages for utilities?

A: We don't keep averages for utilities but if you give the utility companies a call (provider and phone number listed on PIS) they can give you averages of summer vs. winter.

Q: Will you give us a check in packet?

A: Yes. When you pick up your keys we give you a 25 page check in packet to mark down anything that is damaged.

Q: What is the deposit?

A: The security deposit is the same as one month's rent.

Q: What do I need to apply?

A: You will need to fill out the application, pay a \$25 application fee, and put down ½ of the security deposit.

Q: Is the ½ security deposit I put down with my application refundable?

A: The ½ security deposit is refunded if the owner is not willing to meet your contingencies or if you're not approved for any reason but if you are approved and you decide to pull your application then it is not refunded.

Q: Can I turn in my application with you?

A: I am sorry but I am unable to accept an application in the field. You will have to take your application to our office. We are open Monday through Friday from 8 am until 5 pm.

Q: Would I be able to renew for another year? Will the price of rent go up at that time?

A: If you are a good tenant we will always give you the first option to renew for another year unless the owner has other plans for the property. We will send you renewal paper work in the mail before March 1st or 60 days before your lease expiration depending on your lease. The owner has the option of raising rent at this time but we often recommend for them to keep rent the same if there is a good tenant in the property.