

## **Frequently Asked Questions (FAQ's)**

### **When can I view the home?**

- ✓ Due to COVID-19 we are no longer performing in person tours until AFTER your application is APPROVED.
- ✓ Approved applicants will have a 3-business day window (not counting the day of approval) to view the home.
- ✓ After viewing the home, applicants have 24 business hours to submit the security deposit and first months' rent or until the end of the 3-business day window, whichever occurs first.

### **What are your minimum qualifications to rent?**

- ✓ No Evictions or Pending Evictions within 3 years
- ✓ Crimes against a person, property, or drugs within 3-7 years, depending on the level of offence could result in disqualification and/or denial.
- ✓ Show verifiable Income of a minimum 3X the monthly rent in Gross income (Income includes employment, government benefits, housing assistance, and alternative forms of verifiable income)

### **What Is required to complete my application?**

- ✓ A copy of your photo ID
- ✓ Three of your most recent pay stubs showing: Your Name, Company Name, Gross Pay, & Pay Period (screenshots/photos missing any of above information will not be accepted)
- ✓ \$45 application fee, per adult who will be living in the home or co-signing
- ✓ A minimum of 2 years of rental history that includes contact information of your landlord(s)

### **How do you select applications?**

- ✓ We process ONLY COMPLETE application in the order we receive them. Applications missing documentation (i.e photo ID, pay stubs, benefits, housing assistance docs, landlord contact information) will be considered incomplete and NOT processed until ALL required documentation is received.

### **Can I apply to multiple properties at the same time?**

- ✓ Yes, however we can only process one application for a specific property at any given time.

### **If I apply and the property gets rented, do I submit another application and pay the application fee again?**

- ✓ NO, complete applications can remain open and transferable for a 24-business hour timeframe. In that time, you may request to transfer your application to another property or request your application fee refund. However, only complete applications with all required documents are considered complete & eligible to be transferred.

### **Do you accept section 8 and other housing assistance programs?**

- ✓ Yes, the amount of your housings voucher and/or assistance benefits will be applied to your gross income. However, we still require 3X the monthly rent in gross income. Gross income includes the amount of the housing voucher and any other verifiable form of income.

- ✓ Section 8 requires Inspections; inspections are not guaranteed to pass.
- ✓ It is the applicant's responsibility to provide all required benefit documentation.

### **How long does it take to process an application?**

- ✓ We process applications in the order of receipt.
- ✓ Applications are processed within 48 business hours once it is your turn to be processed.
- ✓ Only complete application with photo ID, residential history, and document income and/or benefits are eligible for processing.

### **How much is the security deposit?**

- ✓ The security deposit is equivalent to 1 months' rent.
- ✓ In some cases, an additional 50% increase in the security deposit is required. However, If the first 6 months of rent payments are made on or before the 1<sup>st</sup> of the month, then the additional 50% portion of the security deposit will be refunded.

### **How far in advance may I schedule my move-in date?**

- ✓ We may schedule your move-in as far out as 30 days from the date of your application submission.

### **How can I prove my income?**

- ✓ Submit your 3 most recent pay stubs that show: your name, the companies name, your gross pay, & pay period.
- ✓ If self-employed, we may require two years of 1099 tax forms

### **I own a pet, do your rentals accept pets?**

- ✓ Pet policy varies with each property and can be found under each property description on our website.
- ✓ If a property accepts pets, there is a non-refundable \$300 pet fee, per pet and an additional \$30 pet rent, per pet, per month.

### **Are appliances included with the rental?**

- ✓ Appliance policies vary with each property, any appliances included will be stated in the "Amenities" section under each property description.
- ✓ All appliances included are "as-is" condition.