

TENANT FAQs

Q: What are the “up-front” costs to apply for a property?

A: In order to process your application we require applicants to submit a \$30.00 NON-REFUNDABLE Application Fee in the form of Cash, Money Order, or a Cashiers Check for each adult who will be living at the property. Our policy is “most qualified.” In other words, once we accept your completed application for a property we review all applications for the property and give the most qualified applicant the first opportunity at the property. If your application is not chosen for the property you can put toward another property if qualified. Your application is good for 30 days from the date of the credit report.

Q: How long will it take to process my application?

A: We process applications as quickly as possible; typically it takes 2-5 business days. Often, however, we have to wait for return phone calls from landlords and employers. We must verify your employment, rental history, and credit. We need the last three years of history from your landlord(s) this can be the most difficult part of your application to verify. We will call you if we are having trouble obtaining any information. If we cannot verify information we will move on to another application.

Q: How can I help to make it easier to process my application?

A: Make sure the name of your landlord is the owner of the property or the property management company. Providing daytime phone numbers can shorten the turnaround time when messages have to be left. Also making sure you have notified your current landlord that you plan on moving.

Q: When will I hear from you once I turn my application in to your office?

A: Plan on 2-5 business days. We will at least call and update you the status by the 5th business day. If your application is being processed you will be contacted if we need your help or when we have processed your application. We need ONE CONTACT per household. We cannot call every roommate.

Q: Can I get my application “PRE-APPROVED”?

A: If you have not relocated to the Sacramento area or if you just want to get Pre-Approved before you locate a property, write “Pre Approval Request” on the application in the “Desired Rental Address” section near the top. We will process your application and call you we have processed your application. You can then select a property that you qualify for. Pre-approved applications do not receive a refund of any processing fees paid even if a suitable property cannot be located. Pre-approved applications are good for 30 days from completion of credit report.

Q: What if I have special circumstances that I need to tell you?

A: Put your special circumstances in writing with your application. It does no good to explain your situation to our Property Manager or Receptionist since they do **NOT** approve the applications.

Q: What should I expect once my application is approved?

A: After we approve your application, we can hold the property for you up to 10 days unless otherwise agreed while you figure out your moving schedule,

provided that you submit the full amount of the refundable security deposit within **24** hours of being notified of approval. The payment of the Security Deposit balance must be in the form of a Cash, Cashiers Check or Money Order.

Before the end of the **10** days you must take occupancy and begin paying rent. At that time, we will collect the initial rent, any additional security deposit due, and, if applicable, your refundable pet deposit. Thereafter, your monthly rent will be due on the 1st of each month.

Q: What are the criteria used to qualify for a lease?

A: Please see page 2 of rental application for detailed requirements to rent. The combined, verifiable gross household income must be **3** times the monthly rental amount. **Example:** Monthly Rent is \$1,000. The combined and verifiable gross income of all applicants must equal or exceed \$3,000. Please provide paystubs and employer contact information.

Good credit and a satisfactory rental or mortgage payment history is required. Applicants may not have open balances with any previous Landlord for past due rent or claims of property damage. Bankruptcies must be discharged and explained.

An eviction history, or a collection history for any housing payments or public utility account may be grounds for disqualification, depending on the circumstances.

Q: How much is the Security Deposit and is it Refundable?

A: Security deposits can vary by property, but our typical Security Deposit is equal to one month's rent amount. Your security deposit is held in our trust account for the duration of the lease. If your security deposit is released to the Owner of the property you will be notified in writing.

Q: What is the typical lease period?

A: Our rental rates are typically priced based upon a minimum lease term of one year. Most leases can be extended for an additional year or more if the tenant desires. Shorter terms (i.e. 9 months, 6 months, or month-month) are considered by some of our Owners. Submit your offer together with your completed Application and Application Fee.

Q: Are Pets Allowed?

A: In some cases, a unit may not be functionally suitable for pets, or the property owner may choose not to permit pets. However, many of our rental properties DO consider pets under certain circumstances (see prohibited pet list). You must place an additional Pet Deposit which varies from each property. Pet Deposits are Fully Refundable at the termination of the lease, if no damage to the interior or exterior are noted on the Move-Out Inspection. You can expect to be charged for urine odor remediation and feces clean up.

Q: Upon vacating how and when do I get my deposit back?

A: An itemized disposition along with your deposit refund must go out within 21 days from the date you vacate, but hopefully sooner. Remember to get your full deposit back you need to leave the property just as clean as you got the property (i.e. have carpets cleaned along with appliances, toilets, tubs/showers, blinds, etc.) and without any damages. You are allowed normal wear and tear but that does not include cleanliness or damages to the property; interior and exterior included.