

## COMMONLY ASKED QUESTIONS

### **Do I need to view the property before applying for it?**

DUE TO COVID 19 WE ARE OFFERING LIVE SHOWINGS VIA YOUTUBE VIDEO TOURS, FACETIME, OR GOOGLE DUO. YOU DO NOT NEED TO VIEW THE PROPERTY IN PERSON BUT YOU DO NEED TO VIEW VIA ONE OF THESE METHODS BEFORE APPLYING.

### **What is your income requirement?**

The combined gross monthly income for all adults living at the property and adults co-signing must equal three times the monthly rent.

### **I don't have a credit score. Can I still apply?**

Yes, you can still apply. The owner may require an additional security deposit.

### **What are your qualifications?**

No adverse items on your credit report for the last 4 years. This includes, but is not limited to bankruptcy's, car repossessions, car charge-offs, utility collections including cell phones and internet providers.

### **What about bankruptcies?**

No Chapter 7 bankruptcy filed in the previous 4 years. Chapter 13 bankruptcy must show on time payments for a minimum of 4 years.

### **I have been evicted from a rental property. Can I still rent from you?**

**No.** If **any** applicant has an eviction on their credit report, **all** applicants applying for the property will be denied approval.

### **Do you perform a criminal background check?**

Yes, we perform a criminal background check. Any reports of criminal activity will be reviewed on a case by case basis.

### **Can I have a Co-Signer if my credit is not good?**

A co-signer will be on the lease and have full responsibility of fulfilling the lease obligations, including but not limited to payment of rent on time. Co-Signer must have a 700+ credit score and all other credit will be assessed in the same manner as the applicant.

### **How much is the application fee?**

The application fee is \$50 per application. Each occupant age 18 and older that is out of high school must fill out their own application.

### **If I do not get approved, can I get my application fee back?**

No. The application fee is only refundable if the property has been leased prior to your application.

### **What happens if I apply and decide I want another property?**

Your application can be transferred to another property within 30 days of submitting your application.

### **Do my children need to be on the lease?**

Children age 18 and older will be on the lease. Children under 18 years old will be listed as occupants.

### **I have never rented before, will you rent to me?**

If all other qualifications have been met it is up to the discretion of the owner to approve you for rental of the property. The owner may require an additional security deposit.

### **Will you contact my previous landlord?**

Yes, we contact your previous landlord(s) and confirm you upheld all of your lease obligations.

### **How long will it be before I find out if I am approved for a property?**

The standard time frame to receive approval for a property is 3 business days after all applications and required information is received. This may be longer in the busy season.

**What do I have to provide with my application?**

Proof of one month's income. If starting a new job or have been employed less than one month, a letter from your employer stating your monthly income is required. Also, a state issued photo ID.

**I cannot move in right away. How long will you hold the property for me?**

Once an application has been approved and the property is ready for move in, we will hold the property for 14 days.

**What is your security deposit?**

Standard security deposit is equivalent on one full month's rent

**Do you accept pets?**

Each property owner decides if they accept pets. Please refer to the listing information or ask our leasing team.

**How much is a pet deposit?**

The standard pet deposit for single family homes and duplexes is \$500 per pet. The standard pet deposit for apartments, townhomes and condominiums is \$250. Pet deposit may be altered pending approval of pet.

**Will you accept more than one pet?**

Acceptance of more than one pet will need to be approved by the owner of the property.

**Are there any dogs you do not allow?**

Pit Bulls, Rottweiler, Doberman or any dog that is a mixture containing any of these breeds.

**How old does my dog or cat need to be?**

Dogs and cats must be one year or older.

**Will you accept fish, birds, gerbils, or reptiles?**

These pets will need to be approved by the owner and a security deposit will be assessed on a case by case basis.

**What do I need to pay before I move into a property?**

You will need to pay your security deposit, pet deposit and \$100 processing/inspection fee within 24 hours of signing the lease. Your 1<sup>st</sup> month rent will be due within 24 hours of move in and will be pro-rated.

**Is there anything else I need before moving in?**

If required by the city you will be residing in you will need an occupancy permit. You will also need renters insurance.

**What if I have to leave before the end of my lease?**

Your lease is a binding contract. If you leave before the end of your lease you will forfeit your security deposit and be responsible for all rent payments and to keep all utilities on, in your name and paid until the property rents. The property will be marketed in the same manner as other properties, with the exception of any paid advertising, such as Military by Owner.

**I am in the military. What happens if I have to move?**

All military personnel will be relieved of their lease obligation with a 30 day notice and copies of their PCS Orders.

**What if I am in the military and am retiring or I need to transfer for another job?**

You will be responsible for your lease in the same manner as stated above for leaving before the end of the lease.

**Can my on-time rent payments be reported to the Credit Agencies?**

If you sign up and pay your rent on our secure online portal, after 3 months of paying your rent on time it will be reported to the credit agencies.

**When is rent due and is there a fee if I cannot pay on time?**

Rent is due on the 1<sup>st</sup> of the month but must be paid by the 5<sup>th</sup> of the month to avoid any late payments. If rent is paid on the 6<sup>th</sup> of the month you will be charged \$30 late fee and that will increase \$5 per day until rent is paid in full.

**Who do I contact if I have any other questions?**

Please contact your showing agent or email [rental@choosekwg.com](mailto:rental@choosekwg.com)