

## COMMONLY ASKED QUESTIONS

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

We recommend to view the property in person, if available, or view the pictures and videos on our website. Submitted applications before viewing the property will only be accepted if you are willing to sign the lease without viewing it.

### **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 or other special requirements.

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

There must not be any adverse items on your credit report; 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. Bankruptcies will be reviewed on a case by case basis.

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

No. If an 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 on all applicants over the age of 18. 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?**

No

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

The application fee is \$60 per application. Each occupant age 18 and older that is out of high school must fill out an 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 before your application is submitted.

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

You can transfer your application 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 signers on the lease. Children under 18 years old will be listed as occupants.

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

If you have met all other qualifications, it is up to the owner's discretion to approve you for rental 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 time 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 and a state-issued photo ID.

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

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

**What is your security deposit?**

The standard security deposit is equivalent to 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.

**Do you accept Emotional Support Animals (ESA)?**

In accordance with state and federal law, Kunkel Wittenauer provides accommodations for service animals. However, our insurance company does not provide insurance coverage for some breeds of animals. Kunkel Wittenauer reserves the right to deny an application or occupancy for such breeds.

**What support do I have to provide for my ESA pet?**

You will need to provide a doctor's note and the ESA animal registration for all ESA animals.

**How much is a pet deposit?**

The standard pet deposit is ½ of the monthly rent. Please refer to the listing information for any deviations to this policy. The pet deposit may be altered pending approval of the pet.

**Is there a pet rent?**

For most properties, the monthly pet rent is \$30.00 per pet. Please refer to the listing information for any deviations to this policy.

**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.

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### **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 administration/inspection fee within 24 hours of signing the lease. The admin/inspection fee for rentals under \$1000 is \$100.00; for rentals between \$1,000-\$1,500 is \$150.00 and for rentals over \$1,500 the fee is \$200.00. Your 1st-month rent will be due within 24 hours of move in and will be pro-rated.

### **How do I pay the fees required?**

Payments made 5 days, or less from the lease start date must be paid with certified funds, i.e.: Money Order or Bank Certified Check. Payments made over 5 days from the lease start date can be paid with check or on the online portal.

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

If the city you will be residing in requires an occupancy permit, you will need to obtain it. You will also need renter's insurance and list Kunkel Wittenauer Group as "additional insured." You are required to transfer all utilities into your name before the lease start date.

### **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 keep all utilities on, in your name and paid until the property rents. We will market the property in the same manner as other properties, except for 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 transfer to 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, we will report the on-time payment to the credit agencies.

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

Rent is due the 1st of the month but must be paid by the 5th of the month to avoid late charges. If you pay rent on the 6th of the month, a late fee of \$30 will be charged, increasing \$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 [applications@choosekwg.com](mailto:applications@choosekwg.com)