

# F.A.Q.

## APPLICATION PROCESS

1. **How do I apply?**

You can access the application online at [www.propertymartrentals.com](http://www.propertymartrentals.com).

2. **What criteria are used for approving an application?**

When you submit a rental application, you are giving us permission to run a credit and background search. We review the results to determine the likelihood that you will pay the rent on time and take proper care of the property and fulfill your obligations. The three main factors we consider are your credit report, landlord history, and your employment/income verification. If you have a recent eviction, owe a previous landlord, or a felony conviction, unfortunately your application will not be approved. If you are applying for an off-campus property, a credit score of 650+ is required.

3. **How long does the application process take?**

Typically, 48-72 business hours depending on the availability of your references. Please note this is just an estimate, it may take longer.

4. **How will I know if I am approved?**

You will receive an e-mail at the e-mail address you provided when applying to let you know if you were approved. If you are not approved, you will receive an email regarding the denial and the reason we are unable to approve your application.

5. **Is there an application fee?**

There is a \$50 application fee per adult for all our properties.

## GUARANTOR

1. **What is a guarantor, and do you require a parental guarantee?**

A guarantor is someone that guarantees your lease agreement. The guarantor guarantees that your rent, fines, and fees, will be paid each month. We do not require a parental guarantee unless the tenant has no verifiable source of income or other circumstances that cause us to believe there is a need for a guarantor. We do not accept guarantors for our properties located near campus – all residents wishing to live in one of those properties must qualify without a guarantor.

2. **What paperwork is required with a guarantor?**

The guarantor is required to provide proof of income showing they make at least 6x the monthly rent amount of the property. Additionally, the guarantor must sign the Guarantor agreement on our website. **\*The form MUST be NOTARIZED in order to be valid.\***

## LEASING

1. **Do you have short-term leases?**

All leases start as 12-month leases. We offer 6-month renewal options at our on-campus properties only.

2. **How much security deposit is required?**

For our on campus properties, the security deposit required is the same as the monthly rent amount. For our off-campus properties, the amount varies based on location. Not all properties require a security deposit, some only require payment of a non-refundable fee.

3. **What do I have to do to get my security deposit back?**

If you are required to pay a refundable fee, you will find an Addendum included in your lease that lists the requirements to receive your deposit back at the end of the lease.

4. **How do I get out of my lease?**

Unless you are in the military, there are no provisions for early termination of the lease. If you need to sublease the property, you'll have to sign a release agreement and pay a \$300 non-refundable sublease fee. You will be responsible for the unit until a new lease is signed and new tenants move in. If you have roommates, they will all have to agree to the new roommate before any lease changes are made.

## RENT

1. **When is rent due?**

Rent is due on the 1<sup>st</sup> and late after the 5<sup>th</sup>. Rent must be in our office or the dropbox at our office by 9 am the morning of the 6<sup>th</sup> to avoid late charges. If the due date falls on a Sunday or legal holiday, the rent due date is extended to the following business day.

2. **What is the late fee policy?**

A \$35 late fee is charged on the account on the 6<sup>th</sup>. An additional \$5 per day is added until the rent balance is paid in full.

3. **How do I pay rent?**

We accept checks, money orders, cashier's checks, and credit or debit cards (4% convenience fee applies). If you mail your payment, please make sure it gets to our office before the due date. You can drop off your payment in our dropbox (right side of our front door). You can also make payments via your tenant portal using a debit/credit card or checking account.

4. **Can I set up automatic payments for my rent?**

Yes, through your tenant portal. Login and link your bank account using the routing and account number to set up recurring payments (\$1 convenience fee\*). Alternatively, you can make a one time or recurring payment with a debit/credit card and pay a fee\* equal to 3.75% of the total rent amount. \*Transaction fees are set by 3<sup>rd</sup> party processor and subject to change without notice.

5. **What if my check is returned?**

A \$35 NSF fee will be charged to your account and the returned payment must be reimbursed with certified funds within 48 business hours.

6. **Can I use my security deposit as last month's rent?**

No. The last month's rent must be paid regularly. If the last month's rent is not paid, the funds will be withheld from the security deposit.

## MAINTENANCE

1. **How do I submit a maintenance request?**

For normal, non-emergency maintenance items submit your request through the tenant portal. If the repair is urgent, call our office during normal business hours at 912-681-3000. You can also e-mail your request if you are unable to login to your tenant portal.

2. **What is considered a maintenance emergency?**

The following examples are considered maintenance emergencies: main sewer line backed up, toilet not working (if no other usable bathrooms in unit), busted main water supply line, break-in that results in unsecured entrance to your home, sparks from appliances, etc. LOCKOUTS ARE NOT CONSIDERED AN EMERGENCY. To report emergency maintenance after hours, call or text 912-536-5349 and leave your name, number, unit number, and description of the problem.

**\*IF YOUR EMERGENCY IS NOT RELATED TO MAINTENANCE CALL 911 BEFORE CONTACTING US\*\***

3. **What am I responsible for maintaining in my home?**

Tenants are responsible for maintaining and changing air filters in the HVAC at least once per month and changing the light bulbs. You must notify the Landlord in writing of the need for replacement or repair to smoke detectors.

## OTHER

1. **Can I have a pet?**

Pets are allowed with a signed pet agreement and payment of pet fees. Only two pets are allowed per unit. NOTE: Housing a pet in the unit without permission is grounds for fines and or/lease termination at the discretion of the Landlord.

2. **Can I install satellite TV at the property?**

Yes, but satellites must not be attached to the building and must not be visible from the front of the unit. Satellite dish must be removed at the end of the lease.

3. **Should I purchase my own renter's insurance policy?**

It is highly recommended that all residents carry insurance on their personal property in the unit.

4. **How do I turn on utilities?**

There is a list of providers on our website under the FAQ tab that lists utility companies and their phone numbers. You are responsible for setting up service to begin for all utilities prior to your move in date.

**\*DISCLAIMER: We make every effort to ensure our website is accurate and up-to-date, but we cannot guarantee that all information presented is correct & current. \***