

Resident FAQ'S

When is the Deadline to turn in my Move In Inspection form?

- Move-in Inspection forms need to be turned back into the office within 7 days of taking possession. You can hand deliver, email, or fax the sheet to the office

When is rent due? How much is the late fee?

- Rent is due on the 1st of the month. Late fees are incurred when rent is not received by the 5th of the month at 5:00pm
- Late fees are 10% of the monthly rent plus a \$65 late notice fee
- **Important note:** Rent is still due with dates listed above regardless if the office is open or closed. You can submit payment through the drop slot or utilize other forms of payment methods.
- You can also find this information on the front cover page of your lease agreement

What is a Property Review and Why is this done at the property?

- Preventative Care and Inspection Program entails either semi-annual or quarterly inspections, during which an RPM representative will take a review video, change out A/C filters, check smoke detectors and change batteries if needed.
- This is a service the Owner signed up for and is charged a fee to complete the inspection
- Requested items are taken back to owner for approval

What does "As-Is mean?

- Any items or existing conditions can be listed on the move in inspection sheet and the resident will not be held responsible for those conditions upon move out. Any conditions present that are code violations or emergency conditions (i.e. Plumbing leaks, electrical socket issues, etc.) will be sent to a vendor for an estimate and approval for repair will be gained.

What is considered an Emergency?

Generally, state or local laws define an "emergency" as anything that must be fixed in order to allow safe living conditions for the resident. Some examples include:

- No heat during winter months or air conditioning during hot summer months (Temps between 85 or higher)
- Loss of power/water
- Flooding
- Clogged toilet when the unit ONLY has 1 toilet
- Security Issues (damage from break-in or from natural disaster)
- Legal notices from housing or city inspection departments

Can I use the Fireplace?

- It is advised in the Lease Agreement that fireplaces are for decoration ONLY and should not be used without being properly inspected and cleaned by a licensed professional at the Resident's expense.
- The Owner and/or Agent do not guarantee the operation of the fireplace in the unit.
- Before prior use of the fireplace you will be required to furnish receipts of having the fireplace inspected, cleaned and deemed OKAY for use.

How do I place a maintenance request?

- You should have received an invitation to create your portal for Property Meld. If you have not received or cannot locate the email invitation please contact the office so we can resend this invite.
- OR contact our office, choose option 1 and then option 1 again to be connected to maintenance. You can also call the maintenance line directly 757-280-1770

CONTACT US

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