

# FREQUENTLY ASKED QUESTIONS

## GENERAL QUESTIONS

### **1. Where is your leasing office? What are your hours?**

Our leasing office is located at **175 South Main Street**. This is where you can drop off your group's applications and/or find us on a regular basis. **We are open Monday through Friday, 9 AM to 4 PM.** We are a small office so even during those hours, there is a chance we could be out either assisting current tenants, touring a prospective group, in meetings with contractors, signing a lease, etc. But in general, Monday through Friday, 9 AM to 4 PM, we are open, in and working.

In light of COVID and the desire for open space, we are signing our leases in a larger space just next door at 165 South Main Street Suite 109. Parking options are available on the top deck of the parking deck.

### **2. What is the best way to contact you?**

Email is our primary form of communication. You may email us at **udstudentrentals@gmail.com**. We are a small office managing over 950 tenants. Please allow up to 1-2 business days for us to reply and before sending a follow up email – and be sure to read through the provided information, as almost all questions are answered simply by reading the information provided to you.

During peak times (September/October and May/June), we get hundreds of emails per day. We appreciate your patience as we work to not only answer your questions and inquiries but also continue to service and manage our current rental properties and tenants. Continuing to send emails simply clogs up the inbox and inhibits our ability to get back to everyone quickly.

### **3. Are any utilities included in the rent?**

No. Unless, otherwise stated, utilities are not included in the rent. Utilities are an additional expense and the responsibility of the Tenant.

### **4. Do you allow animals or pets at your properties?**

**No. We have a strict no pet or animal policy across all of our properties.**

### **5. If we rent a property with multiple people, do we each get our own individual lease?**

No. We rent all properties with a **group lease**. This means all are jointly and severally responsible for the property and the total rent due. If one person does not pay their portion of the rent, you are responsible collectively for the remaining balance at the property. If one person is late, everyone is considered late. We do not do individual leases for any property.

### **6. What are the lease start and end dates for the 2025 - 2026 term? Are they flexible?**

The lease begins on Thursday, June 5, 2025 and ends on Sunday, May 24, 2026. Due to the volume of properties turning over and the short turnaround between leases, these dates are not flexible.

## APPLICATION PROCESS AND TOURING QUESTIONS

### **1. What are your hours? When and how can we tour a prospective property?**

Our office operates from 9 AM to 4 PM, Monday through Friday. **We are closed on weekends. Tours are available by appointment only.** Tours are available Monday through Friday, 10 AM to 4 PM. We schedule tours roughly 24 hours in advance, as we do need to provide proper notice to our current tenants of any prospective showing or tour of their unit.

## **2. Do we all have to be present to tour the property? Can we schedule a few different tour times to visit multiple times?**

Yes, all prospective Tenants should be present at one time to tour the property. Out of respect to our current Tenants and in an effort to disturb them as little as possible, all prospective Tenants should be present to tour the property at one time. We will not tour the property repeatedly to the same group. If there are certain things you want to look at within the property or that matter to your group specifically, be prepared and attentive at the tour to ensure the property fits your groups needs and wants.

## **3. How do I apply to rent a property?**

To apply for a property, each person in your group must complete an application and submit it along with a copy of their unofficial transcript and license. You must have your group solidified to move forward with a property. **You cannot apply as one person and find roommates to fill the unit later.**

All applicants within a group should submit their applications together as one group. Applications can be found directly on our website. All applications should be submitted together directly to our office at 175 South Main Street. You may drop the applications in the mail slot in the front door. All applications should be completed accurately and completely – including the Guarantor portion and/or any applicable salaries.

## **4. Is there an application fee?**

There is no fee to simply apply to rent a property. If a group is accepted and moves forward with a signing, the \$50 per person application fee is due at signing. **There is no fee to simply submit applications.**

## **5. My application has been accepted. Does this mean the unit is being reserved for me?**

No. We accept many, many groups for a limited number of available units. **Simply being accepted does not mean that the unit is reserved for you.** Once we have a confirmed, mutually agreed upon signing appointment (which must be within 4 days of receiving the acceptance email), the unit will be put on a temporary hold for you. A security deposit is due at signing to officially hold the unit for your group.

## **LEASING PROCESS AND LEASE QUESTIONS**

### **1. Do I have to have a Guarantor? Do they need to be present at signing?**

Yes, each individual person on the lease must have a Guarantor. No, Guarantors do not need to be present at signing. However, each person **is** required to have a notarized Guarantor form at signing.

### **2. Are units leased per room with individual leases? Or per unit?**

**Units are leased as a whole, on a per unit basis.** This means all are jointly and severally responsible for the property and the total rent due. If one person does not pay their portion of the rent, you are responsible collectively for the remaining balance at the property. If one person is late, everyone is considered late. We do not do individual leases for any property.

### **3. How long do lease signings typically take? Does everyone need to be present?**

Lease signings typically take **about 30 minutes, assuming everyone has read the lease and comes to the signing prepared.** Everyone in the group must be present to sign the lease, unless with unusual circumstance such as studying abroad or an emergency. If a group signs a lease without all members present, they assume full responsibility for the full lease, regardless of whether or not that absent person ever in fact signs the lease at a later date and time. Guarantors are not required to be present at the lease signing.

**4. Do you allow subletting?**

Yes, we do allow subletting. There is a \$500 sublet fee – and all Tenants and the Landlord must agree to the sublet. But in general, we do allow subletting.

**5. Is renter's insurance required?**

Yes, we do require renter's insurance. More information on this requirement can be found in our lease. We also send an insurance memo to our tenants in early April to assist them in securing the appropriate renter's insurance for their lease.

**6. Can rent be paid in one check or multiple checks? Do you have electronic options?**

Rent can be paid in one check from one person within the group or each person may pay their own individual portion. However, it is a group lease and all are assessed together as one collective Tenant. So if one person is late or does not pay, the entire group is responsible. Depending on the property, electronic options are also now available.

**7. Do you accept credit cards or electronic payment for application fees or deposits?**

**No, we do not accept credit cards or electronic payment for application fees or security deposits.**

We accept cash, check (made payable to the appropriate Landlord) or money order.

**8. What do we need to have with us at signing? What payment methods are permitted at signing?**

At signing, each group must have the following to move forward:

- a) **ONE** check made payable to the Landlord for the full security deposit as outlined in the acceptance email. We will not accept multiple, individual checks for the security deposit.
- b) All notarized Guarantor Forms – one for each Tenant is required
- c) \$50 per person application fee – cash or check made payable to your Landlord

At signing, only cash or check will be accepted. We cannot accept any credit card or electronic payment methods for your security deposit or application fee.