



## Questions most often asked

**1. Is this a lease or a month-to-month contract?**

All of our single-family houses start with approximately a one-year lease and then convert to month-to-month after the first year. Our multi-family units (duplex, triplex, etc.) start with a six-month lease.

**2. How much is the deposit?**

Your deposit is equal to an “equivalent of one month’s rent”. (i.e., if your rent is \$800.00 per month, your deposit will be \$800.00). NOTE: Your deposit could be higher for other items such as pets or credit issues.

**3. How much of this “one month equivalent” is refundable?**

100% is conditionally refundable. However, when each tenant moves out, we have the carpets professionally cleaned. The landlord will deduct the cost of carpet cleaning, at the end of the tenant’s tenancy, regardless of whether the tenant cleans the carpet before delivering possession back to the landlord. Any other damages to the unit, general cleaning or unpaid debts are also subtracted from deposit.

**4. Can I pay my deposit and in installments?**

Yes. We do prefer to have all paid up front. However, we realize that this is a large sum of money. Our company policy will allow you to split the deposit as follows; 50% prior to move-in, along with the first rent, with 25% during each of the next two months.

**5. I have a marginal credit background. What will you accept?**

We are looking for a credit score of 600 or greater. All scores of 599 or below require an owner approval. Each owner will have a different concept as to what should be approved. ERA is unable to answer, in advance, as to whether a particular owner will approve certain situations. Unfortunately, we will not call an owner for approval until an application is in hand and processed. NOTE: The decision to call for an approval is at the sole discretion of the property manager and will be based on the over all quality of the application.

**6. I will be submitting an application with an issue that requires an owner approval, such as pets, credit problems, criminal record, or rental history. If the owner denies my request for an exception, will my application fee be refunded?**

No. In order for the owner to make a good decision, we need to obtain the credit and background information prior to calling the owner. Once we order this report from the credit bureau, we will then get a bill from them, regardless of the decisions made.

**7. The web ad says, “No Pets”. Is it possible to have a pet, when the web ad says “no”?**

If it does not say “pets OK”, then pets are probably “not accepted”. We can approach an owner for an exception; however, we need an application in hand to call. Owners have a tenancy to make their approvals based on the quality of the applicant and some owners will still say “no” regardless of quality.

**8. The owner says “no smoking”. I smoke outside only. Is this OK?**

Some owners say, “no” inside or outside. However, some will say, “no” to inside and will say, “yes” to outside. We will need to check with the owner for approval.