

COPELAND VILLAGE

RESIDENT FREQUENTLY ASKED QUESTIONS

Get answers faster — without a trip to the office.

WE'RE A PAPERLESS COMMUNITY

Most resident questions, requests, documents, and communication can be handled electronically. Before visiting the Leasing Office, please use the resource that matches your question. **For lease-related questions, your signed lease is the first place to look.**

WHERE SHOULD I GO IF I HAVE A QUESTION?

What is the fastest way to get general answers?

Visit www.copelandvillage.com and use the chat in the bottom-right corner of the website. It is the quickest way to get answers to general resident questions.

What can I do through my RentCafe Resident Portal?

View your account balance, make rent payments, access your lease and other documents, submit non-emergency maintenance requests, and complete other resident account tasks.

When should I email the Leasing Office?

Email is best when your question requires staff assistance or documentation.

Do I need to visit the Leasing Office?

Some requests require staff involvement in person. If your question can be answered through your lease, the website chat, RentCafe, or email, please use those resources first.

LEASE & MOVE-OUT QUESTIONS

Can the Leasing Office change my lease?

No. Your signed lease is the governing document for your home. The Leasing Office follows the terms of your lease and does not have authority to change or override those requirements.

Where can I find my lease?

Your lease is available electronically in your RentCafe Resident Portal under Documents. This should be your first stop for questions about your lease terms.

What about my Notice to Vacate?

Usually, you do not need to come to the office. Start with Page 1 of your lease, where your Notice to Vacate requirements are outlined. In general, a 60-day written notice is required, but your signed lease controls the specific requirements.

I want to end my lease early. What should I do?

Start with approximately Page 17 of your lease. Early termination terms and any applicable fees are governed by your lease agreement. The Leasing Office cannot change those terms.

Why can't the office make an exception to my lease?

Because the lease governs the tenancy. Staff can explain community procedures and help you understand where to find information, but cannot override the requirements of your signed lease.

I have a question about a discount or concession. Where should I look?

Start with your lease, including the section around Page 34, where applicable. Your lease contains the terms governing your specific home and any applicable concessions or discounts.

UTILITIES & MAINTENANCE

I don't understand my water or utility charges.

Start by reviewing your account and lease. Water charges are generally billed approximately 60 days after the service period and are typically posted just before the first of the month. For account-specific questions, use an electronic communication channel.

How do I make a maintenance request?

Submit non-emergency maintenance requests through your RentCafe Resident Portal. Include as much detail as possible and note whether you have pets. Pets must be secured before maintenance enters your apartment.

What if I have an emergency maintenance issue?

For maintenance emergencies, call **888-707-2891** and select the prompt for a maintenance emergency.

What counts as a maintenance emergency?

Examples include no heat, no air conditioning, no hot water, flooding or burst pipes, no electricity, fire, lockout, door lock issues, a clogged toilet when it is the only bathroom, or a non-working carbon monoxide alarm.

Do I need to come to the office for pest control?

No. Submit your request through the appropriate electronic resident communication channel. Pest control service is available on **Wednesdays**, and a specific appointment time is not provided after a request is submitted.

RENEWALS & RENT

How do I renew my lease?

You do not need to come to the office. Renewal offers are typically sent approximately 90 days before your lease ends. Log in to RentCafe, select your new lease term, and review and sign your renewal electronically.

Can I negotiate my renewal rate?

Renewal rates are generally non-negotiable. Renewal offers are generated systematically so offers are handled consistently.

How do I pay my rent?

Copeland Village is a paperless community. Rent payments can be made online through RentCafe or WIPS. Rent is due on or before the **1st of the month**.

I received a Three-Day Notice. What should I do?

Read the notice carefully. It provides the specific payment deadline and instructions for your account. Copeland Village does not offer payment arrangements through the Leasing Office. Flex is a third-party service available through RentCafe and handles its own eligibility, enrollment, and account questions.

I see a negative balance. Does that mean I owe money?

No. A negative balance represents a credit on your resident account; it does not indicate that your account is past due.

Can I make a partial rent payment?

No. Copeland Village does not accept partial rent payments.

ADDING, REMOVING & TRANSFERRING RESIDENTS

I need to add someone to my lease. What do I do?

Start electronically. Provide the prospective occupant's first and last name and email address to the office. They will receive an application invitation and must complete the application and be approved before being added to the lease.

I want to transfer to another apartment. What are the requirements?

Generally, residents must have lived in their current apartment for at least 6 months, have a current account with no late payments, have no housekeeping issues, and have the apartment inspected by management. A **\$250 transfer fee** applies when the transfer occurs during an active lease. Once approved, the cost of the new home and new security deposit will be quoted.

I want to remove someone from my lease. What do I do?

This requires an office visit. Residents requesting removal from a lease must visit the Leasing Office and complete the required form.

I want to remove my guarantor. Can I do that?

You must independently qualify under the community's income requirements. Approved proof of income is required to verify that you qualify without the guarantor.

Where do I sign my lease?

Lease agreements are signed electronically through your RentCafe Resident Portal under Documents. If a guarantor is required, the guarantor must also complete the designated electronic signature. No paper visit is required.

COMMUNICATION & OFFICE VISITS

Can I email instead of coming to the office?

Yes. Electronic communication is preferred for most resident questions and requests. The website chat is the fastest option for general questions; email is the next best option when your question requires staff follow-up.

What if I don't know whether I should contact the office?

Use this order: **1.** Check your lease. **2.** Visit www.copelandvillage.com and use the website chat. **3.** Check RentCafe. **4.** Email the team. **5.** Visit the Leasing Office only when your request requires an in-person visit.

Why use electronic communication?

Keeping communication electronic helps us respond more efficiently and gives everyone a record of the request and response.

ONE IMPORTANT REMINDER

The Leasing Office is here to help, but the office does not write or change the terms of your lease. Your signed lease is the authority for your tenancy.

Before making a trip to the office, check your lease, RentCafe, or www.copelandvillage.com first. In many cases, the answer is already available — and you can get it without leaving home.