



BIGOS

## FREQUENTLY ASKED QUESTIONS | RESIDENT LEASE

### 1. RENT

**Rent is due in full on the 1st of the month**, payable electronically online by ACH, debit or credit card, WIPS or mobile CHECKscan.

### 2. PAYING LATE / NSF

**Payments made after 11:59pm on the 5th of the month** will be assessed a late fee, as outlined in your lease.

**Returned payments** (Insufficient Funds) are subject to late and bank fees. If two returned payments occur, we will no longer accept eCheck for future rent payments.

### 3. UTILITIES

Residents are responsible to connect and maintain applicable utilities until the lease end date.

### 4. SECURITY DEPOSIT

Your security deposit has been received and will be held for the duration of your residency. Your deposit will accrue interest and be returned (less any damages or fees) within twenty-one (21) days of the lease end date.

### 5. MAINTENANCE

Residents are responsible to report routine maintenance needs of the apartment by contacting the rental office or submitting requests for services via the Resident Portal. If experiencing a maintenance emergency, call our main line and follow the prompts. **Maintenance emergencies cannot be reported online.**

If you are locked out of your home after office hours, there will be a \$75 entrance fee payable to the rental office. Proof of residency and identification will be required.

### 6. SUBLETTING

Subletting your apartment (including AirBNB type rentals) is not allowed.

### 7. PETS / ANIMALS

Pets / animals are not allowed without prior authorization, and proper deposits / fees must be paid. Visiting pets / animals are not allowed in the community.

### 8. COMMUNICATION

Necessary resident communication (plowing, building notices, etc.) will be posted in building common areas and may be delivered electronically. Residents are responsible for this information.

### 9. NOTICE TO VACATE

We hope you choose to renew your lease with us, and you will receive your renewal options seventy-five (75) days in advance of your lease end date. If you do not renew your lease, notice to vacate is due in writing sixty (60) or more days prior to your lease end date. If we do not receive proper notice, additional rent and fees will apply as outlined in your lease.

Residents may terminate the lease prior to lease end date with a sixty (60) or more day written notice to vacate plus a cancellation fee as described in your lease. Any lease concessions received must be reimbursed.

### 10. RENTERS INSURANCE

You are required throughout the term of your lease to purchase and maintain a renters personal liability policy with liability coverage of \$100,000.

While we only require personal liability insurance, we highly recommend you obtain coverage for your personal property as well.

