

The following notice serves as a reminder to all residents that the following policies are part of your Lease Agreement and will be enforced:

- 1) When will I receive my Deposit? Within 45 days of your Lease End Date.
- 2) Where do you send my deposit? The address you provided us at moved out. If you did not provide one it was mailed to your Crestview address.
- 3) Can I be present during the move-out inspection? Due to the large number of units we inspect, we do not arrange appointments for the move-out inspection.
- 4) Can I have my deposit mailed to an address outside of the US? No.
- 5) Can I have my deposit made out to my friend? You will have to email us and give us permission to do so and provide their name and address.
- 6) Do my roommate and I get equal checks? If you are in a joint lease, you each receive half.
- 7) What kind charges will you make to my security deposit? Removing any items from the unit, cleaning charges, damages, repairs to items beyond normal wear and tear, odor abatement, carpet cleaning. Please refer to the Itemized Charge List in your lease.
- 8) I cleaned my unit, why are you deducting from my deposit? If you believe our deductions are unfair, we encourage you to email us with your objections. Please note we do not respond to disputes until after we have completed all security deposit returns.
- 9) It has been 45 days, where is my Deposit? We mail your check by the 45<sup>th</sup> day. USPS mail service varies. Contact us if you have not received your deposit after 28 days.
- 10) Can I pick up my deposit? No. Exceptions can only be made by the Property Manager.