

- 1) When will I receive my Deposit? Within 45 days of your Lease End Date.
- 2) Where do you send my deposit? To the most recent address you provided in your portal at the time we process your security deposit.
- 3) Can I be present during the move-out inspection? No, due to the large number of units we must inspect and prepare for the next residents.
- 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 need to contact us to request this.
- 6) Do my roommate(s) and I get equal checks? If you are in a joint lease, each of you will receive your pro-rated portion.
- 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.
- 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 processing security deposit returns.
- 9) It has been 45 days, where is my Deposit? We mail your check by the 45th day. USPS mail service varies. If the USPS has not delivered your deposit within 60 days contact us.
- 10) Can I pick up my deposit? No.