



Tenant's Frequently Asked Questions (FAQs)

What is your application process and screening criteria?

We require that you view the home that you are interested in (Both inside and out) before you submit an application to us. Our staff is not able to meet you at the property or escort you to the property for a viewing. To view one of our properties, you can come by our office to check out a key (See "View available properties – key guidelines" above). Upon viewing the property, the application process is then completed in our office. We do not take applications via fax, email, mail, online, etc. Our application process is a first-come, first-serve basis. When the application is submitted, at that time, we require \$50 (Non-refundable) application fee paid by money order or cashier's check only. Applications must be completed in full. No blank spaces.

After the application, application fee, identification, and proof of income are received, the application will be processed. We can only process the application during business hours, 9 a.m.-5:00 p.m. Processing time for applications may take up to 24 hours, but usually can be completed in the same business day. You can call or email to get a status of the application processing.

We have written screening criteria that we set forth the minimum requirement that an applicant must meet to be able to rent from our owners. We ensure that our property owners get the best renters possible and we believe that the screening process is key to successful tenancy. We subscribe to the National Tenant Network (NTN) which does the following during our application and screening process:

- Screens all applicants through all three major credit bureaus.
- Contacts former and current landlords for verbal references.
- Verification of the applicant's employment and income.
- Screens all applicants through Eviction Reports.
- Screens all applicants through Sex Offender Records.
- Screens all applicants through Criminal Report

If applicants do NOT meet Rental Application Qualifications we may ask for additional security deposit (to be paid upon approval) OR an Application for Guarantor of Residential Lease must be submitted and a separate \$50 application fee is required.

Upon approval of your application, you will need to sign a lease. Please see our 'Policy for - Viewing Properties, Application, & Renting' and our 'Resident Qualifying Criteria' located under our 'Tenant' Tab on our website.

Are there any deposits or non-refundable fees, and what are they for?

We require a lease security deposit that is equal to one month's rent and is collected when the applicant submits an application to rent the property. If the rental application is approved, the deposit is retained by us in a trust account and must remain in place during your entire lease term.

Once you have moved out and your final inspection is complete, we will refund your security deposit less any deductions for cleaning, damages, or other charges owed. The refund and accounting will be mailed within 30 days to the forwarding address you have provided to 1st Quality Property Management LLC. Payment for damage to the property, due to neglect by the resident, is deducted from the security deposit and credited to your account.

We also require a paid \$300 non-refundable fee (per pet) for pets that are approved for selected properties that allow pets. Additionally, we require non-refundable fees for approved fish tank that is 15 gallons or under. The pet fee for any fish tank over 15 gallons is \$300 and is non-refundable.

There is a \$100 refundable security deposit is paid to 1st Quality Property Management, upon approval, to the installation satellite dish or similar signal reception device.

Please see 1st Quality Property Management's 'General Policies' and 'Pet Policy' for more detail.

What payment methods will you accept for rent?

Forms of payment accepted include:

- Online Website (One-Time Payments) at: www.1stqualitypm.com
- electronic check (ACH payment through bank)
- debit / credit card – Note: \$10 charge for credit or debit card payments made by Tenants not paid through 1st Quality Property Management online system
- In-person/Dropbox
- Personal Check
- Money order
- Cashier's check

No cash payments are accepted

You may pay instantly online through our convenient website portal at www.1stqualitypm.com using your bank account information (you will need your back-account number and routing number to set up the payment) or you can pay via money order at our office.

A \$10.00 processing fee must accompany all rent payments not paid through 1st Quality property management's online payment system at www.1stqualitypm.com .

What is your late fee policy?

We do not waive or negotiate late fees. Rent is due on the 1st of the month with grace period until 11:59 p.m. on the 3d. This does not change due to weekends or holidays. Late fees will be assessed for payments not received in full by the 3rd and will continue until the account is paid in full. However, late fees start accruing on the 1st not the 3d or 4th.

Tenant late fees start on the 4th day of the month with an initial late charge equal to 10% of one month's rent; and an additional late charge of \$30 per day starting on the 1st until rent and late charges are paid in full. Additional late charges for any one payment may not exceed more than 30 days.

Do you allow early lease terminations and if so, what are the fees?

A lease normally contains only one provision by which a tenant can terminate his or her lease without penalty.

A Military Clause permits military personnel to terminate the lease when they present proof of a transfer outside of Fort Hood. They are required to provide thirty days written notice prior to vacating the house. If orders are not available, a letter signed by their Commanding Officer will suffice.

Occasionally, a tenant's civilian employer requires them to transfer to another city. In this case, the resident may terminate their lease by following the EARLY TERMINATION procedures in their lease agreement. The tenant will bear all expenses normally experienced with reletting, and pays the rent until the property is re-rented, tenants may be released from their obligations upon successful completion of the early termination and paying all associated fees involved in the reletting of the property.

What is your pet policy, and do you require a pet fee or deposit?

The purpose 1st Quality Property Management, LLC's pet policy is to provide the greatest safety to our tenants while also protecting the property owner's investment. Our pet policy is strictly enforced, and any breach will be grounds for termination of your lease agreement at tenant's expense.

We allow pets on selective properties at our discretion, with a 2 pet per property limit. For selective properties that accept pets, these pets may include, but are not limited to dogs, cats, hamsters, gerbils, ferrets, reptiles, birds, and fish. We require that all dogs be at least 2 years of age and cannot be aggressive breeds. Tenants cannot possess any poisonous, dangerous, endangered species or otherwise illegal pets.

There is a maximum weight limit of 75 lbs. for large breed dogs. Aggressive dog breeds are not allowed. Please see our 'Pet Policy' under our 'Tenant' Tab on our website for specific listing of aggressive breeds.

We require a paid \$300 non-refundable fee (per pet) for pets that are approved for selected properties that allow pets. Additionally, we require non-refundable fees for approved fish tank that is 15 gallons or under. The pet fee for any fish tank over 15 gallons is \$300 and is non-refundable.

Our pet policies are strictly enforced, and any breach will be grounds for termination of the tenant's lease agreement at tenant's expense. Please see our 'Pet Policy' under our 'Tenant' Tab on our website for more information or call our office concerning questions regarding your pet and any property that you are interested in.

Can I renew the lease if I want to, or even go month-to-month?

This is dependent on the owner's preference and how it is stated in the lease agreement. Our tenants will receive a lease renewal letter in the mail prior to the end date of their lease. If this lease agreement automatically extends into a month-to-month basis, the monthly rent payment will increase by the following unless otherwise agreed to in writing for any lease extensions. A month to month rate is increased 25% of the monthly rental rate in the form of increased rent.

Additionally, a \$100 monthly fee in the form of a month to month administrative fee due on the first of each month. This offers tenants, that are approved for month-to-month lease, the flexibility of going on a month to month lease and compensates the owner knowing the tenant, after providing a 30-day written notice, may be leaving at any time.

What is your guest policy?

We discuss expectations upfront with our tenants and capture our policies within our lease agreement regarding guests. Everyone who lives in the property must be named on the Lease Agreement. It is our Policy that a guest staying with the tenant longer than 21 days is no longer considered to be a guest but a roommate, therefore, if the person is Eighteen (18) years of age or older, he/she must fill out and submit our Rental Application for approval by 1st Quality Property Management, LLC. Tenant(s) must abide by the decision of 1st Quality Property management whether another person or persons can be added to the Rental/Lease Agreement. Failure to do so may result in termination of their lease.

What is the procedure for submitting a maintenance request, and who typically makes repairs?

One of our goals is to instill tenants' satisfaction through proper and responsive maintenance. To accomplish this, we realize we must provide quality customer service through responsiveness and proper maintenance and repair. We provide a 24-hour emergency service and we have written procedures in place that clearly define how we will respond to maintenance and any other emergency issues while keeping our tenant's informed on their behalf. We use all independent contractors for painting, cleaning, replacements, and repairs. We obtain multiple quotes and get the best prices from only insured and vetted vendors.

The quickest and most effective way to submit a maintenance repair request is through our online tenant portal. When you submit a request through the online tenant portal, the request is automatically entered into our system, and tracked until it is completed and closed out. Our tenant's will have access to their request status by checking on it from within the tenant portal. Tenant's can also call our "24/7 Maintenance Line" to submit a request.

We request tenants turn in their service request before 12:30 p.m. to receive quick and timely service that same day. If request is submitted in late afternoon or after hours, we will respond the next business day to non-emergency maintenance repair service requests.

For emergency repair requests 'During normal business hours' we have set up a 24/7 maintenance phone line where it will be tracked until completion.

Please contact us today or come by for any other questions you may have or to learn how we can serve you and help you find the perfect home to lease. We look forward to serving you!

**1st Quality Property Management, LLC
202 Lake Road, Belton, TX 76513
www.1stqualitypm.com
Phone: 254.493.9380**