

What must I bring with me to tour an apartment? We require a government issued photo identification for all tours.

What are your fees and monthly charges? Units: We charge a \$50 application fee per applicant, a \$100 non-refundable administrative fee and a \$200 application deposit. Applicant credit results may result in a larger deposit requirement. Income Restricted Units: We charge a \$32 application fee per applicant and a \$200 application deposit. Applicant credit results may result in a larger deposit requirement.

What are the income and credit qualifications? We require a gross household income of three times the market rent. Guarantors must earn four times the market rental amount to qualify. Positive credit standing is required for standard approval. Lower scores may require an additional deposit or denial. Higher scores may result in an additional discount to the deposit.

What is acceptable “proof of income” to sign a lease? We require the last two consecutive paystubs (30 days), a current LES, last year’s W-2, 3 months’ bank statements or an official offer letter to verify income.

What happens if I qualify for an apartment, but my roommate does not? We could list your roommate as an occupant as long as you qualify on your own. Your roommate would need to meet our criminal background check, have moderate credit, and good rental history.

Is my application deposit totally refundable? If your application is declined your application deposit will be refunded. If you cancel your application for any reason your application deposit will be retained as liquidated damages. Otherwise, your application deposit is applied to your security deposit and will be refunded, less any

deductions, within 45 days of move-out.

If I get a job transfer, can I break the lease? If you are terminating your lease for any reason other than military service transfers, you are responsible for lease cancellation fees.

Can I change to a month-to-month lease plan after my first year? After you have completed your lease term, you are eligible to continue on a month to month basis for a \$200 per month additional charge (subject to our discretion).

How long is the term of the lease? 1 year

Do you accept leases for short terms? Yes, we do offer 6 Month leases.

Do you offer furnished apartments? No.

Do you offer corporate apartments? No.

If something needs to be repaired in my apartment, how do I report it? You may email us at info@thebankuetplace.com or call 804.231.2551.

Are residents permitted to paint their apartment? We do allow you to paint your apartment however it is your responsibility to return the apartment to its original condition before moving out. Contact the office for paint supplies in order to correctly match the paint color.

When is my rent payment due? Rent is due on the first day of each month.

What day of the month am I liable for a late charge? Any rental payments received after the 5th of each month are considered late and a 10% late fee is applied.

Will you accept electronic payments from my bank? We accept Visa, MasterCard, Discover, and American Express for a 4% transaction fee. You can also set-up recurring automatic payments from your bank account free of charge.

Is there a place where I can pay my rent after office

hours? You may drop your rent payment at the mailbox located on site.

There is a person who might be staying with me for a while, is that permitted by the lease? Any guest staying for longer than seven consecutive days will require written permission from the leasing office. Anyone living in the apartment home must submit an application and meet our credit and background standards.

My children live with me in the summer; do I need to notify your office when they arrive? For your safety, any guest staying for longer than seven consecutive days will require written permission from the leasing office. This includes anyone under 18.

Am I required to have renters insurance? You are not required to have renter's insurance, but we highly recommend it.

Can I install my satellite dish at my apartment? No.

Where do I register to Vote? Voter registration can be done in person at the Department of Motor Vehicles or on their website at www.dmv.state.va.us

Will you accept my delivery packages for me? No.

What utilities are included in my lease? Utilities are not included.

Is there any additional storage space available at your property? Yes.

Do you have reserved parking? Yes, for residents.

I have a motorcycle, where can I park it? It can be parked in the parking lot.

Does the property offer on-site recycling? Yes

Are gas grills permitted at your property? Yes, but must obey Richmond City outline for usage.

What kind of pets do you allow? Do you permit exotic pets? We welcome cats and dogs! Acceptable animals include domestic cats, dog, turtles, non-poisonous frogs,

domestic hamsters, hermit crabs, gerbils, and small domesticated birds and domestic fish. If dogs are permitted, the following breeds of dogs (or any mix of the following breeds) are permitted with approved temperament testing by a designated trainer: Pit bulls, (this includes American Staffordshire Terriers and Staffordshire Bull Terriers), Rottweiler, German Shepherds, Huskies, American Bull Dogs, Alaskan Malamutes, Doberman Pinschers, Chow Chows, Great Danes, St. Bernard's, Mastiffs, and Akitas. Prohibited animals include snakes, spiders, ferrets, and iguanas. When and if an approved animal is permitted on a property, additional pet privilege fees are required and additional requirements may be imposed. Pets must be at least 6 months of age. A non-refundable pet privilege fee is due prior to the pet taking occupancy. This policy does not apply to disabled persons who require the use of a support animal, which will be reviewed on an individual basis.

Are there any deposits, special fees, or monthly charges to have a pet? We charge a nonrefundable pet fee based on the number of pets: 1st pet is \$400; 2nd pet is \$200.

Please call or email if you have any other questions. We are happy to answer your questions and discuss any personal concerns.