

# Current Resident

## Frequently Asked Questions

### When is rent due?

The details of your rental payments are outlined in your Lease Agreement. Generally our leases indicate that rent is due on the 1st day of the month and late if not received on the 1<sup>st</sup> day of the month. This means that rent must arrive in our office by 5pm on the 1st of the month. If rent is not received before 5pm on the 1st you can be charged with a late fee. Please refer to your Lease Agreement for your specific payment requirements.

### What happens if I do not pay my rent on time?

If your rent is not received by the due date indicated in your Lease Agreement, a late fee will be applied to your account. In addition you may be subject to a Landlord/Tenant complaint filed at the District Magistrate Office, which is the first step in the eviction process. This process can start without notice from us and can be filed immediately on the 2<sup>nd</sup> day of the month.

### How do I submit a routine maintenance request?

We have several options for submitting routine maintenance requests; you can use one of the following options:

- Contact our office during normal business hours, via phone **717-781-6360**
- Submit a request through your tenant portal via our website
- Email a request to **info@distinctrentals.com**

We do our best to respond to all requests as quickly as reasonably possible; our goal is to respond to all requests within two business days. If you wish to be present when a technician comes to your home, please let us know when you make the request. If you have any questions regarding the status of a repair, please do not hesitate to contact our office.

### What do I do if I have a maintenance emergency?

Please don't hesitate to call our Emergency line at **717-781-6360**. You must leave a working number where you can be reached, otherwise for safety reasons our technicians cannot respond.

### Can I make repairs or alterations to my rental home?

You may NOT make any alterations or repairs to your rental home without written authorization from our office. For any alteration or repair you wish to make you must submit a detailed request outlining what work you wish to complete. If you make any unauthorized repairs or alterations you may be charged to return the property to its original condition.

### How do I terminate my lease?

If your circumstances require that you move from your rental home before the end of your Lease, you will need to provide at least a sixty day written notice to our office, in addition you may be responsible for a termination fee and rent through the end of your lease term until we are able to place another resident. Please review your Lease Agreement's termination clause carefully and contact our office as soon as possible.

### **What must I do to vacate my rental home?**

You must provide our office with proper written notice, generally sixty days. We recommend you use our Notice to Vacate Form. You will be required to return your rental home to us in the condition you received it less normal wear and tear. This means that your home must be thoroughly cleaned and free from damage. You may refer to your Move Out Checklist for specific instructions.

### **Can I apply my security deposit to my last month's rent?**

You may **NOT** apply your security deposit to your last month's rent. Your security deposit is held in a specific account and will be refunded to you less any rent or damages that may be owed on your account after you have vacated the property. Failure to pay your last month's rent may result in late fees and legal action for non-payment.