

Home Rentals

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INFORMATION PACKET *For tenants & applicants*

Where to Start

There are several steps involved in renting a home from Home Rentals.

Step 1: Fill out an application(s)

A \$10.00 non-refundable processing fee is due upon submission of application(s) by each person who has not rented from us previously. This fee must be paid separately from the security deposit down payment which follows.

We also require a \$200.00 security deposit down payment upon submission of your application(s). The \$200.00 payment will be refunded ONLY if your application is not accepted. Once your application is accepted, the \$200.00 will be applied toward the security deposit of your rental. *At this point you will not get the \$200.00 back if you change your mind and decide not to rent from us.* You should receive a response from our office within five (or less) business days of submitting an application.

Step 2: Complete the leasing paperwork

Once your application has been accepted you will be contacted by our office. At this time you will need to make an appointment to come into our office to sign a lease and complete any other required paperwork, and the balance of your security deposit will be due. The appointment will take approximately 20-30 minutes.

Step 3: Making Payments

In addition to the security deposit, we require the last two months rent to be paid before the beginning of the lease period. We will draw up a payment schedule which you will be given during your leasing appointment. The payment schedule can only be determined after the application(s) has been processed. The payment schedule will include all regular monthly rent payments due for the entire term of your lease, and give you a timetable for rent payments. **You will be required to write a post-dated check* for each and every payment listed on the payment schedule. You must do this at the time of signing the lease.**

**Due to storage and processing limitations, we will only accept one check from each lease per month. We strongly encourage you to use the original checks you give us, but you may replace the checks with a new set if necessary (i.e., you change bank accounts).*

Note: *If you are renting in the middle of the lease year, the first months rent must also be paid prior to move-in, and will be prorated according to the number of days between the date of move-in and the next scheduled rent payment.*

Deferring Rent Payments (We will not defer your August or May rent payments, unless you are a renewing tenant)

We will be happy to defer the deposit of your rent check, provided your account is in good standing. We will defer the rent payments for up to two weeks with no questions asked and no late fees. If your check or credit card payment is declined, you will be charged \$25.00, and you may be charged late fees of \$5.00 per day. So, if you wish to defer a rent payment, here is what you need to do:

Remember that payments are processed first thing on the morning of the day they are dated for.

1. Call the office as soon as you know you will need the payment deferred. **You must call before the day the payment is dated for.** If you call on the day the payment is dated for, it will have already been processed before the office opens, and therefore it will not be possible for us to defer it. If the due date falls on a weekend, Monday, or a holiday you must call our office by no later than 5:00 p.m. of the previous business day.
2. ALWAYS get a reference number from our office staff when you arrange for your payment to be deferred. This is the only way we can verify that we agreed to defer your payment.
3. You must speak directly with someone in the office to have your payment deferred. **We will not accept messages requesting a deferment left on the answering machine.**
4. Remember, this is a courtesy we provide at our sole discretion. It is your responsibility to call and speak to us before your rent is due if you need a deferment. There will be no exceptions to these policies.

Some Suggestions

Some of our tenants open joint checking accounts to use for paying rent, utility bills etc. Some banks will allow you to do this with up to four people on the account. If you plan to use this account only for rent payments, ask the bank for extra temporary checks and do not order a whole box. A maximum of thirteen (13) checks is generally all that is ever needed for rent payments. *(continues next page)*

If you are paying rent to your roommate it is a good idea to get a receipt. **Everyone** is legally responsible if the rent does not get paid. It is hard to imagine your roommate spending your rent money for other purposes, but it happens. It is a good idea to set a policy of getting receipts from each other in the beginning of the year.

Common Questions

- **Is the \$200.00 deposit down payment per person?**
The \$200.00 deposit down payment applies toward all applicants and co-applicants for the property. It is not per person.
- **Can I have pets?**
ABSOLUTELY NO DOGS! Other animals are allowed only with prior written consent of the landlord. If, however, Home Rentals later determines that the animal is not acceptable you may be required to remove the animal from the home upon receipt of a written warning from the office.
Un-caged animals are NOT allowed at any of the following properties:

507 S. Ash	309 W. College	407 W. College	507 S. Beveridge	402, 408 E. Hester
508 S. Ash	310 E. College	409 W. College	509 S. Beveridge	405, 409 E. Mill
509 S. Ash	310 W. College	501 W. College	512 S. Beveridge	300 W. Mill
514 S. Ash	312 W. College	503 W. College	513 S. Beveridge	506 S. Poplar
	400 W. College	507 W. College	514 S. Beveridge	507 S. Poplar
	401 W. College	509 W. College	515 S. Beveridge	509 S. Rawlings
		710 W. College	500 W. Freeman	519 S. Rawlings
				600 S. Washington
- **How do I view the Homes?**
Our current tenants generally show our homes. You can find our listing of properties in the Daily Egyptian (the SIU student newspaper), on the Internet at <http://www.carbondalerentals.com>, or by stopping by our office. Then all you need to do is go to the house, knock on the door, and ask the tenant if they mind if you look around. We only ask that you be respectful of our tenants by viewing properties during reasonable hours.
- **Are utilities included?**
In some apartment buildings and in the town homes, trash removal is included and most are cable ready. You will be responsible for electric/gas, water, telephone etc. *We strongly recommend getting the inside wire maintenance option with your phone service.*
- **Are the homes furnished?**
All of our rentals include a refrigerator and stove. Select properties may include other appliances and furnishings.
- **When can I move in?**
Our leases normally run from August 18th through August 12th of the following year. In some cases (*and at our sole discretion*), we may allow you to move in prior to the start date of your lease. Under no circumstances do we authorize any early possession of a rental unit without an early move-in agreement which states that you agree to take the property in "as is" condition. (*I.e. the unit probably hasn't been cleaned*)
Ask in the office for more details.
- **What if I need to move in sometime other than August?**
We usually have a few homes available throughout the year. Ask in the office for details.
- **Can I pay by semester or in full upon execution of the lease?**
Yes, just write us one large check or two large checks. Please inform us of your choice when making your lease signing appointment with the receptionist.

UTILITIES:

When you order your utility services, it may take a few days for the utility companies to connect you. For August move-ins, to ensure that you will have services turned on when you move in, it is best to start calling to set up services in mid-July. August is the utility companies' busiest season in Carbondale. The following is a list of numbers and what you will need to get the utilities turned on:

**NOTE: Most of our properties are cable ready. If not, we will provide the necessary permission letters upon request.*

ELECTRIC AND/OR GAS: AMERENCIPS
(888) 789-2477

PHONE: VERIZON
(800) 483-4000

WATER: CITY OF CARBONDALE
(618) 549-5302

CABLE TV: MEDIACOM (AT&T)
(800) 874-2924

**If you are living in an apartment that is furnished with a dumpster for your trash, you must tell the water department that you do not need trash service or it will be automatically included on your water bill.*

EXISTING DAMAGES:

You should complete the Unit Inspection Report that we supply to you. This is both for our records and for your protection, and will be placed in your file. This must be turned in to our office within 10 days of the start of your lease, or it will not be considered valid. Be sure to make a photocopy for yourself. Maintenance requests will be attended to as quickly as possible, and emergencies will always take precedence over other problems. Always call the office for emergency situations.

MAINTENANCE:

It is necessary that all maintenance requests be given to office personnel, not directly to maintenance personnel in the field. Our office is open from 9-5, Monday through Friday, and requests may be left on our answering machine during off hours. We have selected contractors and staff who do the work and handle all problems that may arise. Outside contract work will not be paid for by our company. Requests are on a first come, first serve, and priority basis. It is not usually necessary for you to be home at the time of a maintenance call.

** If you are responsible for the cause of any service call or damage done to the property you will be charged accordingly (i.e. stopped-up toilet, broken window, hole in the wall, etc.). The charge will be posted to your account when the work is completed.*

LAWN CARE:

Lawns care is maintained by a company contracted out by Home Rentals Corporation (mowing)

LEASE RENEWAL:

Our current tenants are given first option to renew their leases until February 1st of their current lease year. After this date, anyone can lease the residence. So, if you are renting for the 2012-2013 lease year and plan to renew your lease for 2013-2014, you must notify us and schedule an appointment **before February 1st, 2013**

MAIL:

Periodically, our office will send mail to your rental unit addressed to "Tenants". This is intended for everyone on the lease to read, so please put it in a common area (like the refrigerator) so that everyone will have access to it. Most documents we send out contain important information. It is your responsibility to watch for such documents and act on them accordingly.

Note: We are **not required to send documents via certified mail.*

PARKING PERMITS:

Permit parking is in effect for the following apartment buildings and houses: *(list subject to changes/additions)*

504 S Ash	512 S Beveridge	309 W College	409 W College	402, 408 E. Hester	506 S Poplar	408 S University
507 S Ash	513 S Beveridge	310 E. College	501 W College	208 W Hospital	507 S Poplar	503 S University
508 S Ash	514 S Beveridge	310 W College	503 W College	210 W Hospital	509 S Rawlings	
509 S Ash	515 S Beveridge	312 W College	507 W College	212 W Hospital	519 S Rawlings	600 S. Washington
514 S Ash	306 W Cherry	400 W College	509 W College	703 S Illinois	404 S University	
507 S. Beveridge	309 W Cherry	401 W College	710 W College	405, 409 E. Mill	404 ½ S University	
509 S Beveridge	311 W Cherry	407 W College	500 W Freeman	300 W Mill	406 S University	

Parking lots are towed 24 hours a day. To receive a parking sticker, bring CURRENT proof of insurance, registration and your driver's license. You must be on the lease in order to be eligible for a parking sticker. Sticker must be placed in driver's side rear window. NO GUEST PARKING IS PROVIDED. Stickers are non-transferable. If you get a different car sometime during the lease year, you will need to obtain a new sticker. Come in to our office and bring the required information on the new car and we'll cancel the old sticker and give you a new one. There is no charge for parking stickers.

** If you renew your lease for another year you must come in and get a new sticker at the end of your current lease.*

GARBAGE CLEANUP CHARGES:

If garbage (i.e. bottles, cups, cans, trash bags, broken furniture, etc.) is not cleaned up around your dwelling in a timely fashion, a clean up charge will be billed to all tenants residing in the structure/complex. It doesn't matter who is responsible. We will charge everyone.

SECURITY DEPOSIT:

What do I need to do to get my security deposit back?

We require a written affidavit from the City of Carbondale stating that all water charges, litter and mowing citations have been paid for your residence for the entire term of your lease. When presenting us with this affidavit, make sure to provide us with a forwarding address. Deposit refunds are usually issued within 30 days of receipt of the affidavit. The security deposit is refunded in one check, made out to ALL persons on the lease.

How can I ensure that I will have the fewest possible deductions?

- **Each property is issued a standard carpet cleaning charge.** This charge may vary depending on the size of your dwelling and condition of the carpet upon move-out. This charge is issued regardless of the condition of the carpet when you moved-in. We suggest that you make sure your carpet has been cleaned or that we have scheduled for it to be cleaned when you move-in, especially if you have moved in before August 18th.
- **The most common deduction by far is for cleaning expenses.** If you do not remove all of your belongings and clean your apartment, a large amount of your deposit could be withheld. Most of the deductions are for people who move out and leave everything that they do not want. It is very expensive and time-consuming for us to remove the refuse and then have a crew clean the unit. A substantial amount will also be withheld if you do not clean your appliances, fixtures, etc. **(Remember you can clean your residence for a lot less than we can.)**
- **The amount returned is not affected by the condition of the unit when you took possession.** If your unit was not cleaned, you most likely took possession before your lease began, in which case you would have signed an early move-in agreement. This agreement states that in return for early possession you are agreeing to clean the unit yourself.