



## **Leasing & Property Management FAQ's**

**Q: Where is your office located?**

A: We are located downtown Birmingham at 2015 3<sup>rd</sup> Ave N, Birmingham, AL 35203

**Q: How can I contact your office?**

A: Property Management can be reached at 205-730-0333 and the Leasing team can be reached at 205-410-8785. If you are a current tenant, we encourage your tenant portal as the best/fastest means of communication. Coming to the office does not guarantee your ability to speak with or meeting with someone on the PM team. Many times, our team is in the field, on site at one of our properties.

**Q: How do I submit a rental application?**

A: [www.atlasrpm.com](http://www.atlasrpm.com) is the easiest and fastest way. If you do not have access to a computer or mobile device, you can contact our leasing team at 205-410-8785 and they can help you with a paper copy or to make another arrangement with you.

**Q: How much is the application?**

A: \$45 per person

**Q: How do I know the status of my rental application?**

A: Contact your Leasing Agent. If you are not currently working with an agent, call 205-410-8785 to speak with one.

**Q: How long does it take to get a response to my application?**

A: Once we have a completed application (signed app, valid ID, and proof of income) you should have a final answer within 48 business hours.

**Q: What are your rental requirements?**

A: See our website and Rental Requirements Document for full details.

**Q: I have a special situation/circumstance, will I be approved to lease?**

A: We cannot determine whether or not you would be approved without a completed application. We do take into consideration the entire application and all applicants on an application when applying together. Please refer to our rental requirements to view

**Q: What is your policy on felonies?**

A: You cannot have any felonies in your background history to qualify. See Rental Requirement Document on website for full details.

**Q: Do you accept section 8/housing assistance vouchers?**

A: Yes, but only on certain properties. To view a list of these properties, go to our website, click on "available properties" and narrow down to "more search options" and check the box for "ACCEPTS SECTION 8" at the top of the list

**Q: How do I view one of your active listings?**

A: You can set up a viewing with one of our licensed leasing agents or you can conduct a self-viewing by calling 205-410-8785 option 2. Our Leasing agents are on duty 7 days a week from 8-5 and self-viewings are available 7 days a week from 7am-8pm.

**Q: Do you offer self-showing?**

A: YES. To set up a self-showing call 205-410-8785 option 2. Make sure you know the address of the house you are trying to view.

**Q: How can I find out what properties you have available?**

A: Our website is the best way. [www.atlasrpm.com](http://www.atlasrpm.com)

**Q: Do you allow pets?**

A: Yes, we allow up to three pets in the property. In order to have an authorized pet anywhere on the premises (including outdoors) you must have an active pet agreement on file and pay a pet fee equivalent to one month's rent. We do not allow any Pitbull or Rottweiler breeds.

**Q: How much do I have to pay before move in?**

A: The security deposit is paid to hold the house (for up to 3 weeks) before signing the lease. At lease signing, the first months rent is due in full. In a normal circumstance, 2X the monthly rent would be due before move in.

**Q: How long do I have to move in after placing the security deposit?**

A: We give you up to 3 weeks to move in and pay the first months rent and sign the lease.

**Q: What if I change my mind after placing the security deposit?**

A: Legally, you have 48 hours from when the deposit was dropped off to change your mind and get a full refund on your deposit. After that, it is non-refundable, per the application that was signed. (Unless you have a denied application- we would issue a full refund in this case)

**Q: What if I change my mind and want a different house after I place my security deposit?**

A: You have 48 hours from when the deposit was dropped off to make any changes to your home of choice or to receive a full refund on your deposit.  
our minimum criteria to rent if you have a question on our stance on a certain qualification.

**Q: Where do I drop off my deposit?**

A: 2015 3rd Ave N, Birmingham, AL 35203- This can be done 24/7 with our secure lockbox and video monitoring system

**Q: What forms of payment do you accept?**

A: For a security deposit or first months rent, we only accept certified funds in the form of money order or cashier's check. NO CASH IS ACCEPTED

**Q: How do I schedule my lease signing?**

A: Contact your leasing agent to pick a date. We do lease signings all electronically and everyday of the week. If you do not have a leasing agent, call 205-410-8785.

**Q: What is the normal lease term for your properties?**

A: All of our leases are 24 months

**Q: Do you provide appliances?**

A: As a general rule of thumb, we do not provide any appliances. In certain circumstances, appliances may be existing in the home or provided as a promotion. ARP does not maintain any liability for repair/replacement of the appliances.

**Q: What utilities are covered?**

A: All utilities are the tenant's responsibility, including trash service

**Q: How long do I have to switch utilities into my name?**

A: While we do not guarantee that utilities are on when you move in to your property, it is likely that they are. After you sign your lease, the utilities are scheduled to turn off in 3 business days.

**Q: How do I know what company my utilities are through?**

A: We provide a list of commonly used utility companies available on your tenant portal, in your welcome email and also in a physical packet located at your property. If you are still having trouble locating the utility company, please call us at 205-730-0333 ext 4

**Q: Do I have to have renter's insurance?**

A: We require that you carry \$100,000 in tenant liability insurance. You can add this to your normal renter's insurance contents policy and show proof before lease signing OR we will automatically enroll you in our program that is \$10/month. NOTE: this policy does not include contents coverage.

**Q: How do I get help with setting up my tenant portal?**

A: When you sign your lease, you should get a link to set up your portal. Act fast, the link is only good for 48 hours. If it expires, any member of the team can reset your portal and send you a new link.

**Q: Can I make payments online?**

A: YES (for anything other than security deposit or first month's rent) You can do this by accessing your tenant portal through our website. You can use either a credit/debit card or a bank account. There are processing fees associated through the processing company. There is also an option to print out a voucher to pay by cash at any local Walmart.

**Q: How do I log into my portal?**

A: By accessing [www.alabamarentalproperty.com](http://www.alabamarentalproperty.com) and clicking on "Tenant Login" at the upper right-hand corner

**Q: Where can I get a copy of my lease?**

A: You should have received a copy via email with your Welcome Documents, but it is also accessible 24/7 on your tenant portal under "notes and docs."

**Q: How do I report a maintenance issue?**

A: Call 205-730-0333 ext. 1 for maintenance. Our maintenance scheduling team is available 24/7

**Q: How do I pay my rent?**

A: Electronically on the tenant portal, by mail, or by dropping it in our 24/7 drop box. All physical payments should be directed to 2015 3rd Ave N Birmingham, AL 35203. NOTE: We do NOT accept CASH. If you need to pay with cash, log on to your tenant portal to print a RentMoney voucher to pay at your local Walmart.

**Q: What areas are your properties located in?**

A: We have properties located all throughout the Birmingham area as well up to an hour radius outside of Birmingham. You can view our current available listings on our website [www.atlasrpm.com](http://www.atlasrpm.com). Listings change daily.

**Q: What is your repair policy?**

A: All of our properties are individually owned so unless it is a required or emergency repair, it is at the owner's discretion

**Q: What if I need to break the lease before the 2 years are up?**

A: Contact the property management team at 205-730-0333 ext 4 to discuss your particular circumstance. Military obligations are the only legal reason to break a lease.

**Q: Can I transfer to a different property?**

A: You would need to follow the normal process for turning in a 60-day notice, once you do this, you would then schedule a property inspection with the maintenance team. They will then let you know if you are eligible for transfer.

**Q: Will my security deposit be refunded? How long does it take?**

A: Alabama Tenant Landlord law allows 60 days for security deposit dispositions and refunds. You will receive a deposit disposition via regular mail before that 60 day window is up and it will be sent to your last known address.

**Q: What is considered an emergency repair?**

A: AC not working & 85 degrees or above inside home, heat not working & 55 degrees or below inside home, gushing water that cannot be avoided or stopped, or unable to use your toilet AND you only have one toilet

**Q: How long does it take for repairs to be completed?**

A: Our goal for normal maintenance requests is less than 7 days and our goal for emergency requests is 24 hours. NOTE: The law allows up to 14 days for required repairs to be addressed.

**Q: Why was my repair request denied?**

A: Most likely because it was a cosmetic or non-necessary repair. It may also have also been denied if it was something that is not covered by property management per the lease agreement, i.e. pest control, lawn care (limbs, gutters, etc.).

**Q: How do I get approval to make repairs or updates to my rental home?**

A: Contact property management at 205-730-0333 ext 3 and submit your proposal.

**Q: Can I purchase my rental home?**

A: All of our homes are individually owned by different owners. If you are interested in purchasing your home, contact property management at 205-730-0333 ext 4 to discuss the steps of making an offer.

**Q: How do I apply for a job with Atlas Rental Property?**

A: Thank you for your interest!! Email your resume to [spartanleasing@gmail.com](mailto:spartanleasing@gmail.com) with a cover letter of which position you are interested in and why. A member of the team will get back you ASAP to let you know if you qualify.