

FAQ – Frequently Asked Questions

1. What is the application process and how much is the application fee?

Contact our Leasing Manager directly or call the main office to schedule a showing. Once you have seen the property and fill out the application, we can begin process it. The application fees are \$60.00 a person. We usually have an answer regarding approval, the next business day or two. Then we will need ½ the deposit to hold for the start of your lease. Contact our Leasing Manager directly or call the main office to schedule a showing. Once you have seen the property and fill out the application, we can begin process it. The application fees are \$60.00 a person. We usually have an answer regarding approval, the next business day or two. Then we will need ½ the deposit to hold for the start of your lease.

2. What do you look at during the screening process?

We look at different factors during our screening process. The main categories reviewed are:

- Payment History
- Criminal History
- Credit Score
- Personal and landlord references
- Rent to Income Ratio
- Past residency
- Collection and Delinquent Accounts
- And more...

3. Where do we Pay rent?

- Rent can be payed online download document for process or you can mail a check or money order to: **TPMS**, 1900 E. Robinson St. Orlando, FL 32803. Or drop it off at our office any time.

What if I need to move before my lease ends?

- If you must break your lease you should contact your property manager both in writing (letter, email) and via phone as soon as possible. Although you are responsible for your entire lease, we can go to work to find a replacement resident as soon as we receive your written notification. Once we are able to secure a replacement tenant and start their rent, you can be released from your obligation. You may be responsible for leasing fees as well as rent until the replacement resident's rent begins.

5. What is considered a Maintenance Emergency?

Emergency's Are:

- Flooding/Major Plumbing problems, Electrical, Fire, Refrigerator not working, No Heat. AC is NOT an emergency, BUT if you leave a message on the emergency line, we will try to have our AC repair person contact you as soon as possible.

For all Maintenance Emergency's:

- Please call 407-898-9010 and press 320, after the recording comes on, leave your name, address, phone number, maintenance problem and our agent on call will be notified. You will be notified as soon as possible by an agent from our office or the vendor assigned to you request.

For General Maintenance:

- 407-898-9010; press 2 or press 302 or call 407-590-1453

6. How do I report a maintenance request?

- For all General maintenance requests please call, 407-898-9010, press 2 or 302 extension.
- Please leave your name, address, phone number, and maintenance problem. A vendor will be assigned to your request; they will contact you to schedule the best time. You can also email us by pulling up the contact info on website and send a staff member. If you have not heard from us in 2 days, please call back.
- Please remember tenants are fully responsible for:
 - Locks/Keys, Smoke Alarms and battery replacement, Screens, extermination (Internal and External) Cleaning windows, maintaining water conditioner (if applies), washer/dryer, garage door transmitters, AC Filters or Thermostat battery replacements, Lawn and Shrub care. Unless otherwise specified in the lease.