

Frequently Asked Questions



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Prospective Tenants Frequently Asked Questions: UPDATED: 01/01/17	
Q. Where is your office located?	
	A. 1801 Grove Street, Unit B, Marysville, WA 98270 B. Telephone number is 360-659-1579
Q. What are your office hours?	
	A. Monday to Friday from 8 a.m. to 4 p.m.
Q. Why is your lease only 6 months to start?	
	A. We want to ensure we get good tenants that pay on time, take care of the property and do not cause any problems. If all goes well in the first 6 months, we will likely be happy to extend the lease.

Q. Are these homes going up for sale soon? Is that why it is only a 6 month lease?

A. No. We do not have any plans to sell these homes nor are there any concerns with them being foreclosed on. These homes are all in good standing.

Q. Will you consider a shorter term lease than 6 months?

A. No, sorry. We will not consider a lease term shorter than 6 months. We are not a short term rental company and ideally would like to find long term tenants.

Q. What is required to rent one of your homes?

A. Our qualifications are:

-must have objective, independent rental history of at least 9 months; no evictions or negative referral from your current or previous landlord

-must have monthly income that is 3 times the amount of the rent (this is the standard set by the government as to what a person can reasonably afford to pay for housing costs) **please see more below*

-must have clean court records (meaning no evictions/unlawful detainer actions, we will also look at judgments and other court records). *We conduct our own back ground searches. If you are moving from out of state, we must have access to out of state court records in order to process your rental application. If we cannot do a thorough check, your rental application will be denied.*

**SELF-EMPLOYED: Minimum past two years IRS Form 1040 showing sufficient net income and Schedule "C". NO self employed applicants with less than two years of records will be considered.*

Q. If I do not meet your qualifications, can I apply anyway?

A. No, sorry. If you do not meet our qualifications, and you apply anyway, we reserve the right to discard your application without processing it or notifying you of same.

Q. What does that mean when you say objective, independent rental history?

A. Generally we want someone that is not related to you or is not your friend (an independent source) to tell us that you have been a good tenant, paid the rent on time and took care of the property.

Q. I do not have any rental history. Would you work with me still?

A. No, sorry. You MUST have independent, objective rental history in order to qualify to rent one of our homes. ***Because we do not conduct a credit check, it is important to us that our other qualifications are met in full.***

Q. I do not have all the information for the application (or I do not want to provide it at this time). Should I submit my application anyway?

A. No, sorry. We do not have the ability to obtain the missing information for you and it is vital to us to process your application. If the information is missing, we reserve the right to discard your application without processing it or notifying you of same.

Q. Do you allow pets in any of your homes?

A. In some of our homes, yes, with an additional pet deposit and small monthly fee, and on a case by case basis (2 pet maximum). Please check each listing as to whether a pet is allowed and how much the deposit is. And yes the pet deposit is fully refundable if there is no damage.

Q. Do you have any other houses for rent in other areas?

A. We have homes located in the following areas only: Marysville, Arlington, Mount Vernon, Sedro-Woolley, Concrete, Blaine, Ferndale, Anacortes and Stanwood. Please check our current homes for rent list on our website.

Q. What utilities are included in the rent?

A. None of our single family residential homes include utilities in the rent. All of the utilities are the responsibility of the tenant.

Q. Do the condos in Marysville include any utilities?

A. Yes, the condos in North Marysville include water, sewer & garbage in the rent price.

Q. What appliances come with the homes?

A. Appliances that are included are: refrigerator, stove & dishwasher. The tenant must provide their own microwave and washer/dryer.

Q. Do you charge an application fee?

A. No we do not charge an application fee.

Q. I have recently had my house foreclosed on. Is that going to be a problem?

A. We understand the hardships some have gone through with their mortgages and we may be willing to work with people that have had foreclosures or short sales.

Q. I have had a bankruptcy in my past. Is that going to be a problem?

A. Not necessarily. We would be willing to talk with you. However, if it is a recent bankruptcy or you are still in the process of bankruptcy, then yes it will be a concern to us.

Q. How do I go about applying to rent one of your homes?

A. Go to the website's 'Home' page and look on the left hand side. There is a link to our rental application. You need to print it out, fill it out and either fax, email or drop it off at our offices.

If you do not have access to a printer, please note there are office/stationery stores that provide printing services. You can also print from your local library.

Once received we will work on processing your application and we will contact you to discuss any questions we might have.

Q. I recently submitted an application. How long does it take to process?

A. It typically takes 2 - 3 business days to process. Keep in mind we are closed on the weekends so if you submit your application on a Friday, it will not be processed until Monday or Tuesday of the next week. Please note – we will

respond to you via email so please ensure your application has your correct (easy to read) email address.

- B. Also keep in mind your application must be filled out in full. If any information is missing it will not be processed. We do not take any responsibility to find your contact information or fill out your application for you. Thanks.
- C. Lastly, be sure to put your correct email address on the form as that is how we will be communicating with you if we have any questions or to advise of acceptance of the application.

Q. My application was just accepted. What happens now?

- A. Once your application is accepted we will send you a holding fee form. The holding fee is 1/2 of the deposit for the home and will hold the home for you for up to 20 days. If you need more than 20 days to take possession of the home, we will continue to hold it for you with a fee of 50% of the rent per day for up to 14 days. After that you must either forfeit or begin paying full rent.

Once we receive the signed holding fee and check from you, we take this home off the rental market and hold it for you. Note – we cannot hold this home without the fee. We will email you a copy of the fully signed holding fee form and schedule a move in date and time.

At move in we meet with you at the home to do the following:

- walk through inspection (and sign off on it)
- go over Lease Agreement and sign it
- we will provide you with a list of utilities you need to contact
- we discuss any questions you might have
- you provide us with the other 1/2 of the deposit and the first full month's rent (a full month's rent is due at time of move-in)
- we then give you the keys and you are free to move into the home

Q. I submitted a rental application and would like to check the status. How do I do that?

- A. You MUST submit a request in writing either by fax (360-659-3394; email: payfirstproperties@frontier.com or by mail (see office address above). Please do not call our offices to check up on an application.

Q. I looked at the homes you have for rent and none of them are what I'm looking for. Can I contact you to see if you have anything else?

A. You are welcome to email us with any questions; however, the homes we have listed are the only homes we have to offer. We are not able to find you homes with someone else in another city or county, sorry.

Q. Because there are a lot of rental scams out there, I am worried about providing you with my personal information. How can you assure me that this company is legitimate?

A. We understand this is a big concern for people. That is why we have provided you with our office address and hours of operation. If you are concerned at all please feel free to come in and meet us in person.

Q. My friends and I make 3 times the income combined and we would like to rent a house together. Okay?

A. No, sorry, you cannot combine income. Each person living in the home must qualify on their own. For instance, if you have 3 people each making \$1,500/month, you do not qualify. Each person must make 3 times the income on their own.

The reason is, if you are not able to afford the rent on your own, and one of your roommates moves out, you then have to find someone to take their place because you cannot afford the home without that third person. We do not want a constant flow of people coming and going, unauthorized tenants moving in, etc.

Q. Do you accept Section 8 Vouchers?

A. Not at this time, sorry.

Q. Do you accept child or spousal support as income?

A. No, sorry. Income from a third party (such as a spouse or ex-partner) is not counted towards income.

Q. Do you accept co-signors?

A. No, sorry. We want our tenants to qualify on their own strength.

Current Tenants Frequently Asked Questions:

Q. Can I drop off the rent payment after hours at this location?

A. YES. We have a drop box at our offices (mail slot in the front door).

Q. What day is the rent due?

A. The rent is always due on the 1st day of each month, no exceptions. Your rent check must be received in our offices on the 1st day of the month. We do not have a grace period, sorry.

Q. What do I do if the rent is due on the weekend?

A. If the 1st day of the month happens to fall on a Saturday, Sunday or holiday, the rent is expected to be in our offices the next business day.

Q. I need to give my notice to move out. How do I do that?

- A. You MUST submit your move out notice in writing. You can fax it (360-659-3394), email: payfirstproperties@frontier.com or by regular mail (see address above).
- B. Once received we will contact you to confirm receipt and to provide you with a move-out cleaning check list, along with other information you will need to vacate the home.
- C. If you sent your move out notice and did not receive confirmation, please re-send it. Sometimes emails go astray. Thanks.

Q. I just moved out of one of your homes. When can I expect the deposit back?

A. The deposit, less any deductions, will be mailed to you within 21 days after you vacate the home, as is required by law.

Q. I just received my damage deposit back but I do not agree with the amounts shown. How do I have this re-assessed?

A. You MUST submit any request in writing either by fax (360-659-3394); email: payfirstproperties@gmail.com or by regular mail (1801 Grove Street, Unit B,

Marysville, WA 98270).
Q. What do I do if I have a repair issue?
<p>A. You MUST submit any repair requests in writing. PLEASE DO NOT VERBALLY ADVISE THE RECEPTIONIST AT OUR OFFICES OF A REPAIR REQUEST. SHE IS <u>NOT</u> RECORDING THE INFORMATION AND DOES <u>NOT</u> PASS IT ALONG TO PAYFIRST PROPERTIES.</p> <p>You can fax it (360-659-3394), email: payfirstproperties@gmail.com or by regular mail (see office address above). Our maintenance supervisor will contact you as soon as possible to arrange to perform the repair.</p>
-please allow 7 – 10 business days for this repair to be addressed (unless it is an essential service such as a broken refrigerator or water leak)
Q. Can I make a payment over the phone?
A. No, sorry. We only accept checks, money orders or cashier checks.
Q. Can I modify the home? For example, landscaping features, add a garbage disposal, paint, etc.
A. No, sorry. We do not allow any modifications of the properties.
Q. What if I have a repair emergency?
<p>A. Please contact our emergency number – 425-508-7412 and leave a message. If it is truly an emergency, you will be called back right away. If not, please email our offices to be responded to during our normal business hours.</p> <p>You can also review the link ‘Emergency Information’ on our home page for answers to what is an emergency and what is not.</p>