**DSR PROPERTIES**

**FAQ’S**

1. **WHEN IS RENT DUE?**

**Rent is due the 1st day of every month. Your first rental payment is due August 1st even though you may not move in until later in the month. This payment will take care of the first and last partial month that you live at the property. The 1st payment is not prorated. 10 month lease tenants pay rent August thru May, while 12 month lease tenants pay rent August thru July.**

1. **HOW IS RENT TO BE PAID?**

**Rental payments are to be made in the form of one check per household. Separate checks will not be accepted as per your lease. Accepted forms of payment are either check or money order. You may pay your rent in person at our office, located at 805 S Atherton St. Suite 100 State College, PA 16801, drop your check into our DSR Rent Drop Box (black locked box) located next to our office door, or mail your check. If mailing rent to us please have it postmarked no later than the 1st of the month, otherwise late fees will be assessed.**

1. **IS MY LEASE AN INDIVIDUAL LEASE?**

**No, all of our leases are joint and several, meaning everyone is responsible. We view you as a group, not individuals. Any questions regarding leases please email us at deanrent@aol.com.**

1. **CAN WE MOVE IN EARLY?**

**Your move-in date is clearly printed on your lease. Due to having to prepare many units for move-in during the month of August, moving in early is not an option. Please do not email/call us, or have your parents email/call us to ask, as we are very busy at this time of year. If you have a conflict you will need to work it out on your own ahead of time.**

1. **IS PARKING INCLUDED IN THE RENT?**

**No, parking is rented separately. Please email our office if you need a parking space, and we can let you know what spaces we still have available. We do yearly parking rentals only. Payment is required upfront. If you have already put a deposit down in order to reserve a space please remember that your remaining balance is due August 1st.**

1. **CAN WE HAVE PETS?**

**NO, and that is our final answer. Absolutely no visiting pets are allowed either.**

1. **HOW DO WE CONTACT MAINTENANCE?**

**If something at your house/apartment is not working please let the Head of your Household know. It will be this person’s responsibility to email us. The email should be sent to** [**deanrent@aol.com**](mailto:deanrent@aol.com) **with your property address and “Maintenance” in the subject line. Ex. “244 S Atherton Maintenance.” For emergencies only (no heat, water leak, no working toilet) please call John at 814-460-8502 or Dean at 814-280-1848. Our maintenance department works Monday thru Friday 8AM – 4:30PM. The earlier in the day you email us about a problem the greater the chances are that we can attend to the issue the same day. Requests made after 2PM will be attended to the next business day. Weekend maintenance requests, if not emergencies, will be attended to the next business day.**

1. **WHAT IF I GET LOCKED OUT?**

**To avoid that happening to you please make an extra set of your keys (both room and front/back door) and hide them in a location only you or your roommates know of. If you are locked out during normal business hours 8AM – 4:30PM (Monday thru Friday) the charge to let you in is $50, Afterhours, the charge jumps to $100. Please email Maintenance at deanrent@aol.com with “LOCKOUT and your property address” in the subject line. Any lockouts occurring past 10PM should be referred to a local locksmith such as Auman’s Key Shop at 814-237-1398. Keep in mind you will be responsible for the locksmith’s charges. If you happen to lose your keys, it may be cheaper to call your roommates or to sleep on the couch for the night. Absolutely under no circumstance, is it allowed to kick in your door. You will be held responsible for the replacement/repairs.**

1. **WHAT UTILITIES AM I RESPONSIBLE FOR?**

**DSR Properties pays for all of your utilities with the exception of TV Cable, internet, and phone. Parking is also extra.**

**10. HOW DO WE HANDLE PARTIES?**

**When you have “get togethers” or “gatherings” please be responsible.**

**YOU are responsible for your guests. After your get together please clean up all trash and debris IMMEDIATELY! It is a good idea to keep extra trash cans around to make clean up easier. The State College Borough patrols properties looking for trash and debris outside of homes. In the event that trash is found outside your house, you can be issued either a violation/fine or a warning. As soon as you get a warning you will be assessed an additional fine of $50 from DSR Properties. If you receive a violation/fine you will be assessed an additional $200 per point fine from DSR Properties, IN ADDITION, TO THE FINE THE BOROUGH ASSESSES YOU. Suddenly your party became very expensive!!!! There is a point system in State College that targets nuisance properties. Once a property accumulates a certain amount of points DSR Properties can lose their rental permit. If we lose our rental permit you will be responsible for all lost revenue until our license is restored. The State College point system information is a part of your lease. You have already signed that you are aware of its existence and the penalties involved for not abiding by the Borough’s rules. If we have to clean up your property due to your failure to do so, we will charge you for this.**

**11. HOW DO I GET MY SECURITY DEPOSIT BACK AT THE END OF THE LEASE?**

**Your security deposit is returned in the form of 1 check made payable to the head of household. That person then disburses the funds to the other tenants. We do not write out individual checks to each tenant. We have 30 days from the end of the lease to send the security deposit check.**

**12. WHAT ARE THE MOST COMMON SECURITY DEPOSIT CHARGES?**

**1. Missing keys: Your keys (both room and front/back door) are due by 12 noon on the day your lease ends. If mailing back your keys, please make sure that they arrive at our office no later than 12 noon the last day of your lease. Keys received after 12 noon on the day the lease expires will be considered to be late, and therefore, there will be a charge to change the lock. Please only return keys that work the lock(s). We do check all keys that are returned. If they do not work you will be charged.**

**2. Not having your rental account at a zero balance.**

**3. Cleaning: You must clean your house or apartment prior to vacating. We will provide you with Checkout Procedures and a Cleaning Charge list for guidance. If your home is carpeted you will be responsible for having it professionally cleaned prior to move out and you will need to provide us with the receipt.**

**4. Items left behind including but not limited to: garbage, personal items, clothes, furniture. If you are selling some of your belongings to the new tenants, both you and the new tenants need to make arrangements ahead of time to have these items removed, otherwise we will remove the items at a cost to you. When you vacate, your belongings need to either go along with you or be thrown away.**

**5. Anything that ruins the paint job on the walls. DO NOT USE decals, colored poster putty, or double sided sticky tape on the walls. Picture hanging nails are permissible.**

**6. Missing screens.**

**7. Smoke detectors and CO2 detectors – make sure all of these are in place and in working order. The smoke detectors are your responsibility during your lease.**

**13. COMMUNICATION DURING YOUR LEASE TERM**

**Your lease is in your name. We believe that by the time you are either a Junior or Senior, as most of our tenants are, you should be mature enough to handle your own affairs. We like to treat you as the adult that you are. That said, please contact us directly with any questions or issues that you have with regards to your lease.**  **We like to foster a relationship where our tenants take responsibility for their lease, and any and all actions concerning it. This is a valuable skill when you venture out into the “real world”, and at the end of your lease, you will have an instant credit reference in your name. We get contacted frequently for tenant references by other landlords all over the country, and by government agencies doing background checks and clearances. One question they always ask is whose name the lease was in? When we tell them it was in our tenant’s alone, and not his/her parents’, it seems to carry a greater impact and more favorable impression.**