

Q: What is a property management company?

A: A company who manages & oversees other people's properties. They also act as a liaison between the actual owners & the tenant(s).

Q: Is renter's insurance required?

A: Renter's insurance is not required, but it is highly suggested by Lakes Region Rental LLC. You can find more information about how to get renter's insurance under <https://www.lakesrr.com/rental-insurance/>

Q: Does LRR accept any/all housing assistance programs?

A: LRR does accept housing assistance but any applicant with assistance is still required to follow application procedures and meet rental requirements.

Q: This is my first time moving, do you have any tips?

A: Moving can be overwhelming and it's hard to keep track of everything. A moving checklist will help you reduce stress while moving into your new place. You can create your own or print one off for helpful tips <https://moving.bedbathandbeyond.com/ultimate-moving-checklist/>

Q: Who do I contact for an update on my application?

A: If you have submitted an application with all required paperwork (per applicant over the age of 18). Please call the office, and someone will help you make the updates to your application.

Q: How do I schedule an appointment to view an available rental?

A: Please contact our property management team, or submit a form here: <https://www.lakesrr.com/contact-us/>

Q: When should I change the utilities over into my name?

A: If you are responsible for paying any of the utilities in the premises then you must have them switched over into your name 48 hours prior to move-in. Information about contacting utility providers click here:

Q: When is my rent due?

A: Your rent is due on the first day of each month.

Q: What if my rent will be late?

A: If your rent is not paid by the 7th of the month, you will be served a 7-day notice to quit. If you think that your rent will be late please contact our property manager as soon as possible.

Q: How do I pay my rent?

A: Also, please be advised that we only accept one payment for the entirety of your rent unless otherwise approved by our office. Your rent can be paid in the form of a check, cashier's check, money order, or through our online payment portal. Most payments are to be made out to Lakes Region Rental LLC,, unless otherwise instructed at the time of your lease signing – please be sure to mark your apartment address on the memo line to ensure proper credit. You may either mail your rent or drop it off at our office located at 11 Northway Street Tamworth NH 03886.

Q: How do I report a problem?

A: If you are experiencing a maintenance problem, please submit a maintenance work order online <https://www.lakesrr.com/maintenance-request/> or call the office at (929-525-3707). If no one answers, please leave your name, apartment number, telephone number and a detailed description of your problem. If your problem has not been resolved within 2 business days, please call us to request an update.

If you are experiencing an emergency problem, please contact the office immediately at (929)-525-3707. If you are calling after our regular office hours please call our emergency line at (929)-525-3707. If the emergency requires police or fire department resources, please call 911 immediately and once you have reached safety, you should contact the office.

If your problem does not fit into the above categories and you are unsure who to direct your inquiry to, please call or email the office at lakesregionrental@gmail.com

Q: What if I get locked out of my apartment?

A: If you are locked out during regular business hours, please call the office; we may be able to assist you by unlocking your door for a service. If you are locked out after business hours, please call our emergency line at (929)-525-3707, we may be able to assist you by unlocking your door for a service charge. Be advised: all service charges for unlocking doors are billed as a cash on delivery service, no exceptions! If we don't have a spare key(s), you will be instructed to call a locksmith and will incur a service charge by them which will not be refunded.

Q: Are A/C units allowed in my rental property?

A: Yes, but they must be installed in a professional manner. Please refer to the lease agreement of how to install an A/C unit properly with assistance from our property manager.

Q: I am going away, should I turn the heat off?

A: Between the dates of 9/15 – 5/15 all tenants are required to keep the heat at a minimum of 60°F. The heat shouldn't be turned off for any reason during this time.

Q: Can I open the windows during the winter (9/15 – 5/15)?

A: If you feel that your unit is too warm, please contact the office to prevent any maintenance issues. We do not recommend opening your window during the winter months when you are responsible for your heat.

Q: What do I do if I want to move from my apartment (non lease renewal)?

A: New Hampshire State Law and your lease agreement require that you give written notice in advance of vacating your premises. You must refer to your lease agreement to find out that you are required to give an advance thirty (30) day written notice.
<https://www.lakesrr.com/wp-content/uploads/2020/03/30-Day-Notice-to-Terminate-Tenancy.pdf>. All tenancies end on the last day of the month at noon time. No exceptions will be made. On the day of move-out please make sure that all paperwork is received by our office, as well as turning in keys to the office as well.

Q: If I need to break my lease, which is the procedure?

A: Should you need to terminate the lease before the lease expiration date, you may incur a charge for our lease-up services, and you will be responsible for the remainder of your lease term and any utilities until we can re-rent the premises. You are also required to submit the proper advance written notice, as described above. All tenancies end on the last day of the

month at noon time unless specified otherwise. On the day of move-out please make sure that all paperwork is received by our office, as well as turning in keys to the office as well.

Q: I have moved out of my apartment. When can I expect my security deposit?

A: Your security deposit will be returned to you within 30 days of the end of your lease responsibility, minus any deductions for cleaning, damages, late fees, non-payments, any outstanding invoices, etc. Any deductions will be noted on an itemized list of charges. <https://www.lakesrr.com/wp-content/uploads/2020/03/Itemized-List-of-Common-Deposit-Deductions-1.pdf> In order to expedite the process, please be sure to inform us of your new address prior to moving out of the premises by completing the intent to vacate form.

Q: My lease is expiring, what should I do?

A: If we have not already contacted you, please contact our office at 929-525-3707 to discuss your lease renewal options.

Q: What if I want to add a roommate to my lease?

A: The person must complete and submit an application as well as pay the \$35 application fee. Once the application has been processed and approved, you will be notified whether or not the person may move in with you and if any additional rent may be applied. Please note that the person may not move in with you until he/she has followed the appropriate procedure and all parties have signed the lease addendum adding the person(s) to the lease agreement.

Q: How do I know if the parking lot is being plowed when it snows?

A: If you have any questions in regards to snow removal, please refer to the snow plowing section in your lease. We do our best to clear and salt the steps, sidewalks and parking lots to ensure each tenant's safety. If you encounter icy or slippery areas, please call us so that we can address those areas immediately. We will notify our tenants of snow removal that would require moving of all vehicles.

Q: My car was towed from the parking lot. How do I get it back?

A: Please be advised that any and all unregistered vehicles will be towed according to your lease agreement. Notices will have been submitted prior to towing, You may contact the local towing companies to find out information on your vehicle. Any/all charges incurred will not be refunded – no exceptions will be made.

Q: What is the Pet Policy?

A: Lakes Region Rental will not allow pets, please refer to the pet policy in your lease. Pets who have been living with previous residents prior to the apartments purchased in November 2019 will have further instructed policies and fees to follow.