

APARTMENT FREQUENTLY ASKED QUESTIONS

How do I apply for an apartment?

Each person over 18 living in each apartment must submit an Application for Residency and Lease Qualification Criteria form. These forms are available on this web site or at any ECI Management community.

What are the office hours?

Leasing Office hours are 9:00 AM – 6:00 PM Monday through Friday. Many communities are also open Saturday 10:00 AM – 6:00 PM and Sunday 1:00 PM – 5:00 PM. These hours may vary by community.

What is a Business Center?

Business Centers are designed to help meet the needs of our busy residents. The Business Centers at many ECI Management properties ensure that business support – from computers and printers to high-speed Internet access – are readily available. One of the many ways that ECI Management sets itself apart is through the exceptional Business Center services and amenities that it offers residents.

Are pets allowed in the apartments?

Yes, ECI Management offers pet friendly apartments at our communities. Check with the Leasing Office or click on the “Contact Us” link and go to the community WEB site for specifics on weight restrictions and applicable fees/deposits.

Are there any apartments available for immediate move in?

Depending on occupancy, we may have apartments available for immediate move in. It is always best to contact the Leasing Office in advance of your anticipated move in date.

Are the apartments furnished?

The majority of our apartments come unfurnished. On occasion, a furnished apartment may be available at select ECI Management communities.

Do I need renter’s insurance?

Yes, renter’s insurance is required for all residents.

How expensive an apartment can I afford?

The general rule of thumb is to pay no more than one third of your gross (not net) monthly income on rent.

How large of a deposit will I have to put down?

Security Deposit amounts will vary depending on credit and rental history.

How do I complete a maintenance request?

Requests for routine maintenance service may be made either by logging into your personal WEB account 24-hours a day or by calling our Leasing Office during normal business hours. Emergency maintenance service is available 24-hours a day by calling the Leasing Office and leaving a message for a member of our maintenance team.

Can I be on the waiting list for more than one apartment community?

No. When you submit your application you will be asked to select one of our apartment communities.

Can I remove someone from my lease?

Yes. Certain forms must be completed and signed by everyone listed on the Lease Agreement.

Can my roommate and I have the rent split evenly and billed to both of us?

No. Only one account is created for each apartment. However, the rent can be paid with separate forms of payment as long as the total amount due is submitted together.

How do I terminate my lease?

A written notice to vacate must be submitted either thirty (30)- or sixty (60)- days (as stipulated in the Lease Agreement) prior to the move-out date and all monies due must be paid prior to the move-out date. Early termination, lack of notice, and/or, painting and cleaning fees may apply. If a lease is terminated due to default, any concessions granted during the term of the lease may be forfeited.

If I move out of my apartment, will I get my security deposit back?

Deposit will be refunded within thirty (30) days after vacate date if:

- (a) Lease term has expired or Lease has been terminated by agreement of both parties, and Resident has vacated and surrendered possession of the Apartment as of the effective date of such expiration or termination; and
- (b) All monies due Management by Resident have been paid through the effective date of termination; and
- (c) Thirty (30) or sixty (60) days prior written notice of termination (as stipulated in the Lease Agreement) has been given during which term rent shall be paid; and
- (d) Apartment is not damaged and possession is surrendered in its original condition as of the effective date of termination or expiration, normal wear and tear accepted.

Deposit may be applied by Management to satisfy all or part of Resident's obligations, but such act shall not prevent Management from claiming damages in excess of the Security Deposit. Note that all charges are subject to change within 30-days after move-out.

Is my application fee refundable?

No. Application fees are not refundable.

What do I do if I lost my apartment key?

Lost apartment keys can be replaced by paying a re-keying fee to the Leasing Office.

What are my lease date options?

Move in may occur at any time an apartment is available. The majority of our communities offer lease terms anywhere from 3- to 15-months. The terms offered are affected by apartment availability. Click on the community link in this WEB site or check with the Leasing Office for available terms at each community.

How do I pay my rent?

Rent can be paid in the Leasing Office or on-line using your personal WEB account.

Do the apartments have wireless internet?

Yes, wireless internet service is available at select ECI Management communities in the pool area, Business Center, Leasing Office, and/or in select apartments.

Still have more questions?

Contact the Leasing Office.