

Frequently Asked Questions About Renting From Seattle Rental Group

How do I apply for a property listed with Seattle Rental Group?

Please visit www.seattlerentalgroup.com/application, read and agree to the information on the screen, and then fill out the proceeding form. Our online application is a secure site that, when submitted, sends all information automatically to our third-party screening company, Moco Inc. Should you have any questions about this process, please contact your Leasing Specialist or call Moco at 1-800-814-8213.

How long does the application process typically take?

Moco typically will turn around application results (credit, criminal & landlord reference) within 24 hours of applying on weekdays and Saturdays before 4pm. Your Leasing Specialist will then call the Landlord of the property you are applying for to discuss the results, obtain approval and/or negotiate terms if needed. If the application process has been successfully completed, then your Leasing Specialist will draft up the Lease Agreement and coordinate with you for signatures and cashier's checks. At lease signing, the first full months' rent and deposits/nonrefundable fees are due unless otherwise agreed upon.

How do I obtain keys on my move-in date?

Your Leasing Specialist will meet you on move-in day to provide you with the keys and get you situated in the property. Some condominiums will have orientations and move-in reservations that need to be made in advance so contact numbers for the property managers or concierge staff will be provided to you upon signing the lease. Some buildings will not allow you to move-in without prior arrangements so please make sure to follow up as needed!

When should I set up my utility accounts?

When signing the lease, you will be provided with information for setting up your utilities. The Seattle City Light application should be filled out when signing the lease so that your Leasing Specialist can have the Landlord sign and fax the form in prior to occupancy. All other utility contact info can be found on the provided Utility Information Sheet.

Who do I contact if there is a maintenance problem or question related to my lease?

As Leasing Specialists, we do not "manage" the property throughout the duration of the lease but are more than happy to answer questions or help coordinate maintenance repairs. If there is an issue, Tenants should first make the attempt to contact his or her Landlord to resolve the issue. If communication has not been established within a reasonable period of time, reach out to your respective Leasing Specialist.

Where do I send my monthly rental payment?

At move-in your Leasing Specialist will provide you with a cover letter that includes an address at which to send rental payments along with the Landlord's contact information (phone/email, etc). The Landlord will also be given your contact information in case there is an emergency or if they need to get in touch with you. This information can also be found on the 5th page of your lease agreement.

My lease term is about to expire- when should I reach out to my Landlord to give notice to vacate?

You must give your Landlord at least 30 days written notice prior to the termination of your agreement. If you are on a month-to-month tenancy, or have converted to month-to-month after your initial lease term, you must provide at least 20 days written notice prior to the end of any given month if you intend to vacate the premises at the end of that month. If proper notice is not given, you may be responsible for the following month's rental payment. If you occupy the property past the lease expiration date without a lease renewal contract in place and your Landlord accepts/deposits the following month's rental payment, your lease automatically converts to a month-to-month agreement in which at least 20 days notice is also required to terminate.

When should I let my Landlord know I am interested in renewing my lease?

If you would like to extend your lease, it is important to give yourself enough time to negotiate terms and sign a new lease. We will send out an email reminder three months prior to your lease expiration as a reminder, but please feel free to contact your Leasing Specialist for advice on this matter or consult with your Landlord directly prior to the expiration of your lease term.

What is a Property Condition Report?

Your Leasing Specialist will provide you with a Property Condition Report upon signing the lease. To avoid potential disagreements with your Landlord when moving out, it is very important to thoroughly inspect each room at move-in to ensure that you are not held responsible for existing damages. After taking possession of the Property, you will be given 48-hours to return the completed checklist to your Leasing Specialist or Landlord. Here are a couple basic steps to completing the checklist:

- Walk through each room noting the condition of ceilings, walls, woodwork, windows, floors and carpeting.
- Check the condition of all appliances, built-ins, electrical outlets and bathroom fixtures.
- Check drainage of sinks, tubs and toilets. Note any missing or broken components.
- Test air conditioning and heating units for correct operation.
- Take pictures to document the condition of the property
- Document any and all keys/fobs/remotes given to you at move-in!

What are my responsibilities when vacating the property?

When vacating, you are responsible for leaving the property in the same condition in which you moved in- less normal wear and tear. Here are a couple tips:

- Remove ALL items from the property and storage/parking spaces
- Professionally clean carpets and provide receipts to Landlord upon vacating
- Repair any holes using drywall mud only (no spackle) and touch-up paint if needed
- We suggest hiring a cleaning company to “deep clean” the property upon vacating. You are more than welcome to clean yourself but please beware that the definition of clean differs from person to person.
- Address and repair/replace any items damaged during the duration of the lease. If you don’t have the resources or time for the repair, please let your Leasing Specialist or Landlord know so that the issue can be addressed in a timely matter.
- Make sure to return ALL keys/remotes/fobs to your Leasing Specialist or Landlord. If you do not, you may be responsible for replacement costs.
- Notify the appropriate utility companies that you will be vacating the property
- Sign up for a mail-forwarding service

Examples of Damage vs Wear & Tear

Wear & Tear

Worn out keys
Loose or stubborn door lock
Loose hinges or handles on doors
Worn carpeting
Carpet seam unglued
Slightly scuffed wood floors
Linoleum worn thin
Worn countertop
Water damage (not caused by Tenant negligence)
Plaster cracks from settling
Faded, chipped or cracked paint
Loose wallpaper
Faded curtains and drapes
Dirty window or door screens
Sticky window
Loose or inoperable faucet handle
Closet bi-fold door off track

Damages

Lost keys
Broken or missing locks
Damage to a door from forced entry
Torn, stained or burned carpeting
ALL stains on carpet
Scratched or gouged wood floors
Linoleum with tears or holes
Burns and cuts in countertop
Water damage (caused by Tenant negligence)
Holes in walls
Unapproved painting
Ripped or marked-up wallpaper
Torn or missing curtains and drapes
Blinds with bent slats
Torn or missing screens
Broken window
Broken or missing faucet handle
Broken toilet seat or tank top
Smoke, urine or pet odor
Damaged or missing bi-fold door

When should I expect the return of my refundable deposit?

Upon vacating, make sure to give your Leasing Specialist or Landlord your new address. You should expect to receive a statement and/or deposit refund check within 14 days of the last day of your lease. If you have roommates, the refund check will be made out to all Tenants listed on the lease and sent to a mutually agreed upon address. For additional information, please consult the Landlord Tenant Laws (RCW 56.18.280).

What is the proper protocol should I have to break my lease?

If during the term of your lease you must vacate the Property and break your lease, you must first notify your Landlord. As per Landlord Tenant Laws (RCW 59.18.310) and your Lease Agreement, you are responsible for paying rent until the time a new Tenant takes possession as well as any costs associated with re-renting the property. Your Landlord currently uses a professional company to lease their property at the cost equivalent to one month’s rent. Should you need to break your lease your costs will include, but are not limited to, a fee equivalent to one month’s rent.

I might be looking to purchase in the next couple of months, who should I contact?

All Leasing Specialists at Seattle Rental Group are experienced real estate brokers with our parent company Pointe3 Real Estate. As a courtesy, we offer all of our Seattle Rental Group tenants incentives for working with our agents. Please ask for further details - we can save you thousands of dollars!