

## Housing Off-Campus FAQ

*We want college students to be successful throughout their career at the University. They need a good foundation and support to gain this success. We would like to help their productivity by giving them a full service at their fingertips, meeting every need that the student will have while in college so they can achieve what they are coming here for in an enjoyable atmosphere.*

Please note that service availability may vary by location and all offerings are subject to supply limitations.

### **Do I have an assistant in case I need something with the place?**

Our assistants will respond to your issues quickly and professionally so your comfort is not affected.

### **What is included with the payment?**

The payment for the semester includes: electricity, water, cable, Internet, trash service, bikes or electric scooter (depending location and while supply lasts), appliances, and furnishings.

### **What furniture is provided?**

Housing is fully furnished with a bed, desk, chairs, sofa, table, and television. The kitchen comes fully equipped with appliances, a refrigerator, and microwave. They also include washers and dryers in the unit or in the building.

### **What do I need to bring to my new place?**

We suggest that you bring bedding and toiletries.

### **What if I need maintenance in my bedroom or apartment?**

If you need maintenance, simply send us an email with the maintenance request.

### **Do I have roommates in the room?**

Yes, we offer roommates. If you have a friend who you would like to live with, you can request it. If you don't have anyone in mind, we will get you someone to share; or you can choose to have your own bedroom (at additional cost)!

### **What if I don't have a Guarantor?**

No Problem, we offer Leap as an option! Leap is a quick and easy process that fills in for a guarantor or parent co-signer and takes care of social security and paystubs. Leap's application is free.

### **What does it mean to have an individual lease?**

Individual leasing means peace of mind for you. In other words, it means that each person is only responsible for their portion of the common areas and their bedroom. If a roommate transfers to another school or does not come back and move out for any reason, you do not have to worry about covering their portion of rent.

**When is my payment due?**

You have two installment payment options to pay the entire amount due under the lease. The first installment is due July 15th, and the second installment is due December 1st. Please note that these are all installment payment options and not monthly rent.

**When do I pay the security deposit?**

You pay it up to one year in advance to reserve your spot. The system is “first come, first serve”.

**How much is the security deposit?**

A mandatory security deposit is paid to reserve your place in the housing. It is \$1,000, in which \$150 is kept for cleaning and maintenance, and the rest may be returned if the property is clean, left in good condition, and nothing is broken or missing.

**How do I make the payments?**

We accept payment via check, money order, or through an online system. There is a 3.5% convenience fee for paying with a credit card.

**What if I need to break my lease?**

There is one option called “re-let”, where you can get somebody else to live in your place. Otherwise, you will be responsible for the financial amount of your lease.

**Can I get a refund?**

There is no refund.

**May I be assigned a single room?**

Yes, single rooms may be available at some locations, and requested at an additional cost.

**How does the Meal Plan add-on service work?**

We deliver meals once a week. You will have an extra freezer for storage, allowing you to enjoy your meals whenever you like.

**How does the Transportation add-on service work?**

You will be picked up from your home and dropped off at school. After your class, once you are ready to return, you will be picked up and taken back home.