



Welcome

We take pride in working together with our tenants to resolve any problems they may have.

Rent payments are accepted by check or money order, mailed, placed in drop boxes, online with a credit/debit card or conveniently drafted from your bank account.

Maintenance Requests will be accepted in writing only. Requests can be mailed, faxed, emailed, or dropped off at our office. Our emergency maintenance line is available after business hours or on weekends.

Business Hours
9 am - 5 pm
Monday - Friday

If you ever have any questions or concerns feel free to contact us.

Arthur Kowitz Realty 386 677-7678

Fax Line 386 677-7482

Sales Department 386 677-3913

Info@WeRentDaytona.com

Arthur Kowitz Realty
1501 Ridgewood Ave Suite 217
Holly Hill, FL 32117



*Choose your landlord
before you choose your new
home.*

TENANT FREQUENTLY ASKED QUESTIONS

Sales and Rentals

1501 Ridgewood Ave Suite 217

Holly Hill, FL 32117

Fax: (386) 677-7482

www.WeRentDaytona.com

A. When and where do I pay my rent?

Rent is due on the 1st of the month. Late fees are applied after the 4th. Methods of payment are as follows:

1. Check or money order placed in one of two secure drop boxes
2. Mailed to our office. Please allow 7 days for delivery
3. Online with a credit/debit card at www.WeRentDaytona.com
4. Automatic draft from your bank account on the 1st of each month

Note: No cash payments

No personal checks accepted after the 5th of the month



B. Who do I contact if I am going to be late and will I be charged a late fee?

1. You must submit in writing, by the 4th, why you will be late and expected date of payment.
2. A \$50 late fee as per your lease if rent not paid by the 4th.
3. Even if you make payment arrangements, we must serve all late residents with a 3-day notice. You will be charged a \$30 service fee.

If you have other questions regarding this or need assistance in paying your rent contact Accounts Receivable at 677-7678 extension 19.

C. Can my payment history affect me when I want to buy a house?

Yes. When you apply for a mortgage, the Lender contacts us for your payment history. If you were frequently late, had any 3-day notices or had an eviction filed this could affect the outcome of your mortgage application.

D. What if I need something repaired?

All maintenance requests must be submitted in writing. Valid and reasonable requests will be repaired as soon as possible. Purple request forms are available in our office. Requests can be submitted:

1. Fax it to 677-7482 Attn: Maintenance Coordinator
2. Email it to Maintmgr@WeRentDaytona.com
3. After hours in the orange drop box outside the lobby door
4. Mail it to: 1501 Ridgewood Ave, Suite 217, Holly Hill, FL 32117
5. In person at our office during business hours.

Make sure to include your name, date, where you live and a phone number where you can be reached. Be specific about the problem. Note whether we can use a key and whether you have any pets that our maintenance staff should be aware of. Please do not call in a request to our office it will not be recorded.

E. What if I have an emergency after hours or on the weekend?

Call 677-7678 and listen to recording. It will direct you to emergency maintenance line that alerts the property manager. They will return your call and determine action needed. Fire, police or medical emergency call 911.

Note: Uncomfortable conditions that are not considered an emergency will not be treated as one. Air conditioners, leaking or dripping faucets and/or toilets etc will be repaired on the next day of business. Please refer to your Tenant Maintenance Manual for common repairs you can do yourself.



F. What if I lose my key or lock myself out?

Come to the office to get a new key for \$10. Please have your photo ID.

Note: If you change your own locks and don't provide us with a key we will not be able to make copies when needed or do requested maintenance.

G. What if I want to get a pet?

Although many of our rentals are pet friendly, some are not. You must review your lease or call the office to see if a pet is allowed at your residence. If pets are allowed you must pay a nonrefundable pet fee of \$150 prior to getting the pet and sign a lease addendum before the pet can stay. If you allow a pet at your home without prior approval, you will incur a \$100 fine.

H. What if my personal property is damaged by fire, flood, leak, hurricane, etc.?

We are not responsible for any residents personal property. This includes but is not limited to automobiles, clothing, electronics, appliances, food, bedding, furniture, etc. Residents are encouraged to maintain a renters insurance policy.

I. What if I want to stay after my lease is up?

You may be sent a Lease extension agreement about 3 months prior to lease end. This will include new lease dates and any rent increases. You can sign this extending lease or you can continue to pay new rental amount and stay on a month to month basis.

J. What do I do if I want to move?

State law requires a fifteen-day written notice prior to the end of the month. Example: You want to move on Oct 20th, we must receive notice in our office no later than Sept 15th. Give your forwarding address so we can mail your security deposit refund direct to you without delay. Once you have vacated your residence, you must turn in your keys to our office or you will be charged rent per day until the keys are returned.

Note: If you change your mind you can void your notice, however, you must fill out another notice if you decide to move again. Don't forget to check our rental inventory for a more suitable home.

K. What if I want to buy a house?

When you are ready to buy a house Arthur Kowitz Realty also has a highly qualified sales department. One of our dedicated sales agents will be happy to help you locate a home and apply for a mortgage. Contact our Sales Coordinator at 677-3913.

L. What happens if I move out before my lease is up?

You are legally responsible for the full term of your lease. If you move out beforehand, you will be charged rent until the end of your lease. If your residence is re-rented to a new tenant, you will receive a credit for those remaining months of your lease.

Example: Your lease is from January 1st to December 31st. You decide to move out on July 31st, you are still responsible for and will be charged for rent in Aug, Sep, Oct, Nov and Dec even though you have moved out. However, if we re-rent the residence on September 1st your obligation is over for September thru December.

You can find someone else to fulfill your obligation, or we can help at your expense. The new tenant must be approved and sign a new lease.

M. Will I get my deposit back?

Once your lease is up, you have given proper notice, moved out and returned your keys we will do a Move-out inspection. If the property is left in the same or better condition as when you moved in, you will receive a refund of your deposit less any unpaid charges. Return of security deposit takes 15 to 30 days to process.

