

We try to anticipate questions you might have about Daylight Properties and provide the answers here. If you need additional information please send us an email at admin@daylightproperties.com

1. When is rent due?

Rent is due on the first of the month. If you pay on or before the fifth (5th) day of the month, no late fees will be charged. Late fees amount to a \$10 charge on the 6th day of the month + \$10 per day thereafter until the full balance is paid. If rent is mailed, it must be received in our office by the 5th.

2. The 5th of the month was on the weekend. Isn't rent only due the next business day?

NO. Rent will always be considered late after the 5th day of the month (business days are irrelevant). NO EXCEPTIONS. Since you are already given a 5-day grace period, this extra time allows for any unexpected problems that may arise preventing you from getting the check to our office by the 1st.

3. Can I pay by cash? What about credit / debit cards?

No. Our office is not set up to accept cash or credit/debit card payments. You must pay by personal check, money order, or cashier's check.

4. Do I have to drop my check off at the office?

No. If you prefer, you can mail your check. We cannot accept direct deposits or wire transfers. We do have a drop slot if you plan to come by the office after our regular business hours Monday-Friday from 8:00 a.m. to 5:00 p.m.

5. If my check is postmarked by the 5th, will late fees be charged if it is not received by the 5th?

YES. All checks must be received in our office by the 5th (post-marks after the 3rd of the month are not counted). If mailing a check, make sure you get it in the mail in enough time to get to our office.

6. Why was my check returned for "Non-Sufficient Funds" (NSF) if I just made a deposit?

Some banks will place a "hold" on deposited funds. That means even though the money is in your account, the bank will not allow you to withdraw this money until sufficient time (usually 3 to 5 business days) has passed. You must ask your bank what the policy is regarding holds on deposited money.

7. What are Daylight Properties office hours?

Monday through Friday 8 a.m. to 5 p.m.

8. I am not getting along with my roommate. Can I leave and get my name off the lease?

NO. You must fulfill your lease obligation. If you move out prior to the end of your lease, this is considered a lease break. (Please see our Early Termination of Lease Policy.)

9. I no longer want to live in the apartment or house. Can I leave before the end of my lease?

NO. You must fulfill your lease obligation. If you move out prior to the end of your lease, this is considered a lease break. (Please see our Early Termination of Lease Policy.)

10. The lease says no pets but what if I am only pet watching for the day?

The lease states no pets, even temporarily. You will be fined \$200 for violating this policy and your security deposit may be forfeited.

12. What do I do if I have a maintenance request?

You must notify us in writing of any maintenance requests. Please go to forms tab and complete our on-line repair request. You can also print this form and return to our office. All requests are handled in priority order.

13. What is considered an emergency that you would respond to after hours?

The following are issues that should not wait until the next business day: Hot Water tank leaking or making strange noises. Sink / Tub / Toilet overflowing & the water

cannot be stopped. Lots of water leaking through pipes or ceiling. (If it is a small drip, use a pot or something similar to catch the water, then call the office the next day.)

The following are issues that can generally wait until the next business day (unless business day is more than 24 hours away): Sink / Tub / Toilet backed up. No Electricity. Stove / Oven / Refrigerator / Hot water tank not working. No Water. No Heat. Door will not lock. Broken Window/s.

14. Who do I call if I have an emergency after office hours?

If you call our office, (360)734-6600, the answering machine will provide you the number.

15. Will I be charged for the maintenance call?

It depends. If you caused the problem, you will be charged. FOR EXAMPLE, if your dishwasher does not work and the appliance vendor tells Daylight Properties the drain was clogged with food, or a utensil was stuck in the bottom not allowing the machine to finish its operation, YOU WILL BE CHARGED. If it is due to a bad part, or unrelated to anything you have done, you will NOT be charged. If you call for a repair and the vendor tells Daylight Properties that nothing is wrong, or it was just a tripped breaker; YOU WILL BE CHARGED. If you have any questions about what you could be charged for, please call the office.

16. Can I call in a repair request?

No. All repair requests must be in writing.

17. What if my neighbor is making lots of noise or is having a loud party late into the a.m. hours?

If you feel comfortable talking with your neighbor, you may want to knock on their door first. Sometimes they often do not know they can be heard outside their apartment. You can always call the office to file a complaint. If it is party related, public nuisance related, a fight, etc., call 911 and request an incident number and inform the office in writing. Please remember to include the incident number, a description of the incident, the time, apartment number, names and any other important information.

18. My apartment does not have a shower rod, towel rack, or a toilet paper holder, will you buy one for me?

NO. You can purchase those items, and take them with you when you leave. However, make sure you provide Daylight Properties with a list of any items missing that you plan to purchase on your own.

19. My light went out in my apartment, am I responsible for changing it (even if too high)?

YES. The only exception is if the light is out when you first move in. We will refund the cost of the bulbs if the lights did not work when you took possession (must be listed on condition checklist). After that you are responsible. If lights are too high, you can purchase a light extension changer from a hardware store.