

# FREQUENTLY ASKED QUESTIONS

## APPLICANT FAQ

### **How do I apply?**

You may visit our website ([www.capstonequarters.com](http://www.capstonequarters.com)) to complete and application or stop into our office during business hours. You will need to submit photo ID with your application. Applicants will undergo a credit and background check during the application process.

### **What do I do if I do not have a social security number or TIN?**

You may fill in the SSN field with 000-00-0000.

### **How does the roommate matching work?**

We do our very best to appropriately match roommates at Capstone. Tenants who wish to be matched will complete a Resident Profile Form that gathers more detailed information about our tenants so that we may find the best mat possible.

### **What happens if I do not like my roommate?**

All roommate disputes should be handled internally. If you wish you move out of your apartment, you must find someone to sublease your room. Capstone Quarters does not offer a cancellation option. Sublessees are required to complete the application process and are subject to the same requirements as our tenants. There is a sublease contract and a \$150 sublease fee that must be submitted to the office prior to the execution of the sublease agreement.

### **How does the utility package work?**

\$50 of the rent is allocated towards electricity and water each month. If the utilities bills exceed the allocated amount in any given month, the overages are split equally and billed to each tenant.

### **Does Capstone Quarters have maintenance service?**

We have onsite maintenance during our normal office hours. Requests for maintenance may be submitted via the tenant portal. **EMERGENCY MAINTENANCE REQUESTS SHOULD BE CALLED IN AND REPORTED TO THE OFFICE IMMEDIATELY (217-367-7368).**

### **Will I be charged for maintenance repairs?**

Anything considered to be “tenant negligence” will be billed to the tenant as stated in the lease agreement.

### **Who do I call for a maintenance emergency if the leasing office is closed?**

For **EMERGENCIES ONLY** when our office is closed, our on-call service for emergency maintenance may be reached at **217-531-3338**.

### **Do you allow pets?**

We do NOT allow cats or dogs on the premises.

### **I do not have a car. What alternative transportation is available at Capstone Quarters?**

We are on the MTD Illini 22 bus route. The bus stop is in front of Capstone Quarters. Please visit [www.cumtd.com](http://www.cumtd.com) to view routing and schedule information.

## TENANT FAQ

### **Can we move into our apartment early?**

We have hundreds of units to get ready between July 31<sup>st</sup> – August 15<sup>th</sup> (i.e. painting, carpet cleaning, maintenance, regular cleaning) and cannot guarantee your unit will be ready before August 15<sup>th</sup>. WE WILL CONTACT YOU IF YOUR UNIT IS READY EARLY.

### **Can I pick up my apartment keys after office hours?**

No, unfortunately we are only open during specific hours Monday – Friday 8am – 5pm (closed Saturday & Sunday). You will need to arrange to pick up your keys during our normal business hours OR you may designate an alternative person to pick up the keys on your behalf. You MUST email our office with your name and the name of the alternative key pick up person. We will add them to the approved key pick up list. They must show a valid photo ID and your tenant account balance must be paid in full before your keys can be picked up.

### **How do I pay for my rent before I arrive?**

Rent is always due by the first of each month, including the 1<sup>st</sup> installment, which is due no later than August 1<sup>st</sup>. You may pay via check/money order/cashier's check to our office (made payable to GSR) OR you may use the online tenant portal. WE DO NOT ACCEPT CASH. You will not be allowed to pick up your keys until your August rent and deposit are PAID IN FULL. NO EXCEPTIONS.

### **If Wi-Fi included?**

Yes, internet service and one modem/router are provided in each unit. Residents are responsible for setting up the individual network and equipment in the unit. Our Comcast representatives are available to assist in troubleshooting any issues if/when they occur.

### **What furniture is provided in my unit?**

All units are individually owned and have slightly different styles of furniture in each unit. However, each unit is guaranteed to come with one bed, dress and one desk per bedroom, a dining table with chairs and/or barstools for the kitchen seating, one couch, one sofa chair, one coffee table, and one end table. Depending on the size/shape of your particular unit, the furniture package could vary slightly.

### **What do you recommend I bring or purchase?**

The bedrooms do not have overhead lights, so we recommend a lamp for the bedroom as well as a desk chair. Shower rods and curtains are not provided and are required before use. A plunger is HIGHLY recommended, as clogged toilets are a minimum \$35 maintenance fee. If you would like a locking doorknob on your bedroom/bathroom door, you can purchase and install yourself, but you are REUIQRED to provide the office with a key in case of emergencies, showings, maintenance, etc. We also recommend a memory foam mattress paid and/or mattress covers for the beds.

### **Can I bring my own furniture?**

You may bring your own furniture to your apartment. If you are removing any of the furniture that Capstone has provided, you must store the furniture on your own. There is no storage available at Capstone. You need to return the furniture in the same condition upon moving out.

### **What is the size of bed in each room?**

Most beds are a full-size bed. However, there are some units with a queen-size bed, but we do not have a running list. If you purchase new sheets and bedding, we recommend keeping the receipt until you are sure of the exact size of the bed in your unit upon arrival.

**How do I register my vehicle with the office?**

Upon move-in, you will complete a form with vehicle information, so we have it on file. **YOU MUST REGISTER YOUR VEHICLE WITH OUR OFFICE**, as you can only park in the lot during your lease dates. Guests may park in the lot as long as you notify the office with their vehicle information. We do have a 48-hour guest policy. Bicycles are not allowed to be parked in the breezeways.

**How do I get my mail and packages?**

We do not accept any packages or mail in the office. The mailboxes are located on the North and South end of the parking lot. Your mailbox number does not match your unit number.

**What is my future address?**

Please format your address for mail/packages as follows:

1901 N. Lincoln Ave., Apt. # (unit), Urbana, IL 61801

1903 N. Lincoln Ave., Apt. # (unit), Urbana, IL 61801

1905 N. Lincoln Ave., Apt. # (unit), Urbana, IL 61801

**Where do I dispose of trash on the property?**

There are several dumpsters on the property. Please ensure you dispose of all trash inside the dumpster to avoid any possible trash fines. Also, do not leave trash/boxes outside your front door as you can be fined by maintenance (\$25 per bag as stated in the lease).