

FREQUENTLY ASKED QUESTIONS

APPLICANT FAQ

How do I apply?

You may visit (www.capstonequarters.com) and submit your application online. Once your application has been received, you will receive an email requesting additional documentation to complete the approval process.

What are the credit/income requirements?

Applicants must provide a financial statement/documentation citing sufficient income/funds (*minimum 3xs the amount of rent per month*) to cover rent over the full lease term. A \$30 credit/background check is required for each tenant and must illustrate good credit standing and must not reflect an array of delinquencies.

What do I do if I don't have a social security number?

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 match possible.

What happens if I don't like my roommate?

All roommate disputes should be handled internally. If you wish to move out of your apartment, you must find someone to sublease your room as Capstone 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 \$150 sublease fee that must be submitted to the office prior to the execution of the sublease.

How does the utility package work?

\$50 of the rent is allocated to electricity and water every month. If the utility bills exceed the allocated amount in any given month, the overages are split equally and billed to each tenant (i.e. In a 2 bedroom, \$100 between each tenant is applied to water/electricity, so if the collective bill is \$110, \$5 would be billed to each tenant). You will have 30 days to pay any overages without penalty.

Do you have maintenance service?

We have onsite maintenance during our normal office hours (M – F, 8 am – 5 pm). Requests for maintenance may be submitted via the GSR tenant portal, via email to our Capstone staff or directly in our office.

EMERGENCY MAINTENANCE REQUESTS SHOULD BE CALLED IN & REPORTED TO THE OFFICE (217-367-7368).

For any non-emergency maintenance requests, please allow at least 24 hours time to address any issues submitted.

Will I be charged for maintenance repairs?

Anything considered to be “tenant negligence” will be billed to the tenants 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) 356-8750**. **Follow the prompts** and you will speak to a live person with the answering service (**DO NOT LEAVE A MESSAGE OR YOUR REQUEST(S) WILL NOT BE RECEIVED**).

Do you allow pets?

We do not allow cats or dogs on the premises. Capstone permits small caged animals only (i.e. fish, hamsters, etc.)!

I do not have a car. Is there alternative transportation at Capstone Quarters?

We are on the MTD Illini 22 bus route; the bus stop is located in front of Capstone Quarters. Please visit (<http://www.cumtd.com/maps-and-schedules>) to view routing and scheduling information.

TENANT FAQ

Can we move in early into our apartment?

We have hundreds of units to get ready between July 31 - August 15th (i.e. painting, carpet cleaning, regular cleaning, & maintenance), and cannot guarantee your unit will be ready before the 15th. **WE WILL CONTACT YOU IF IT IS READY ANY EARLIER.** The only exception to this is if you signed for an early move in apartment (i.e. specifically signed a lease for an earlier start date), which would be mentioned specifically on your lease.

Can I pick up my apartment keys after office hours?

No, unfortunately we are only open during specific hours Monday - Friday, 8 am -5 pm (closed Saturday & Sunday). You will need to arrange to pick up your keys during our normal business hours **OR** you may have an individual you permit to pick them up on your behalf. **You must email our office your name and the name of the individual permitted to pick up your keys** and we will add it to the approved key-pickup list. He/She 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 1st installment which is due no later than August 1st. You may pay via a check/money/cashier's check to our office (made payable to GSR) OR you may use the online option via your GSR tenant account/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.** Please reference the welcome email for further clarification.

Is WIFI included?

Yes, the service and (one) modem/router is provided in each unit. Residents are responsible for setting up the individual network & equipment in the unit. Our Comcast representatives are available to assist in troubleshooting any issues if/when they occur. Further information regarding the internet services will be provided in your move in packet.

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 a couch/love seat/chair combination with a coffee table set in the living room, a dining table with chairs and/or bar stools for the kitchen seating, while each bedroom is furnished with a bed set (mattress & box spring - at *least* a full size), a desk, and a dresser.

What do you recommend I bring/purchase?

The bedrooms do not have overhead lights, so we recommend a lamp for the bedroom as well as a desk chair, which is also not a guaranteed item. Shower rods & curtains are required before use, and a plunger is **HIGHLY** recommended as clogged toilets are a minimum \$35 maintenance fee. If you would like a locking door knob on your bedroom/bathroom door you can purchase and install yourself (you are required to provide the office with a key, in case of emergency, showings, maintenance, etc.). We also recommend a memory foam mattress pad 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 piece(s) on your own (there is no storage available at Capstone) and return the furniture in the same condition upon moving out.

What is the size of the bed in each room?

MOST beds here at Capstone are a full/double size. However, there are some units with Queen sized, but we do not have a running list. If you purchase new sheets and bedding we recommend keeping the receipt/do not wash until you are sure of the exact size of the bed in your unit upon arrival.

How do I register my car/bicycle 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 anywhere as well, but we do have a 48 hour guest policy (please see rules and regulations for clarification). Also, you must register and receive a bike sticker for your bicycle upon move in and we recommend a U-lock to best secure your bike at the bike racks.

How do I get my mail/packages?

Information will be provided upon move in, but we **DO NOT ACCEPT** any packages or mail in the office. Also, we only recommend you have packages delivered with "signature required", and not left outside your front door. The mailboxes are located to the North and South of the pool behind the 1901 building. Your mailbox number does not match your unit number; make sure to check your move in key envelope for your unit's mailbox location.

What is my future address?

Your new address will be (1901, 1903, or 1905) N. Lincoln Ave. Apt. # (unit number), Urbana, IL, 61801. Please review your lease for further clarification.

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/bag as stated in the lease).

All residents will receive a packet of information before move in that will contain more detailed information about Capstone Quarters!