

# Frequently Asked Questions

## Prospective L & A Management Tenants

### What is your lease term?

Our lease term can vary from 10 month's to 1 year.

### How much is the security deposit?

The security deposit equal's one month's rent.

### Do you have furnished apartments?

No, all of our apartments are unfurnished. There are local furniture rental stores. All apartments include a refrigerator, dishwasher, stove, garbage disposal, mini-blinds and ceiling fans.

### Do you have parking available?

Garage parking is \$30 per month per car or assigned outside parking is \$20 per month per car. Each car must have a parking sticker from L & A Management on their vehicle. Guest parking is upon availability and must have a guest parking pass.

### Do accept Section 8 or Eden?

No, we do not accept any subsidized housing programs.

### I am interested in your apartments. How can I lease/rent one?

Please view our website for the availability of apartments. You can contact us either by email or phone to schedule a personal showing appointment (if available). Our applications are done online with a secured server and the application fee of \$30 paid, we will received an email confirmation and will have your credit and criminal background checked. Once approved the lease is emailed for an e-signature and the security deposit is to be paid. This will hold the apartment until your move in date.

## Current L & A Management Tenants

### When is rent due?

Rent is due on the 1<sup>st</sup> of each month and is considered late after the 5<sup>th</sup> the month.

### How do I pay my rent payment every month?

Online [http://www.la-management.com/property\\_owners/payments](http://www.la-management.com/property_owners/payments). If you request a printed statement delivered to your door it will be a \$5 per month statement charge. You may drop off at the office. The mailing address is L & A Management, Ltd. 2538 Kemper Road, Shaker Heights, OH 44120.

### What should I do if I get locked out of my apartment?

If you are locked out of your apartment during our office hours, call the office we will meet you at the apartment. If you are locked-out after our business hours, weekends or holidays, you will need to call the Emergency Maintenance line to get in. You will be charged a lock out fee of \$35.00 for afterhours lock outs.

### Do you allow pets allowed in my apartment?

Cats (up to two) are allowed for free. We must be notified each cat. No dogs are allowed in any of our apartments at any time *except for Kemper Court*. There is a pet agreement for the Dogs at Kemper Court and a dog pet deposit of \$150 per dog for a maximum of 2 dogs. You must register the dogs with Shaker Heights and Cuyahoga County. You must know all rules and regulations for vicious dog laws. We do not allow any dog that may be vicious no matter the size.

## When and who should I contact to put utilities in my name?

Upon signing your Lease it is best to call immediately to avoid an interruption of services. Give them your move-in date and you will not be charged until then. If you do not have a Social Security number, you will need to fill out a form provided by the utility company.

### These services are available our area:



**Dominion**

[Dominion East Ohio Gas](#) (800)362.7557



[First Energy Electric](#) (800)589.3101



**at&t**

[AT&T](#) (800)660.1000



[Time Warner Cable](#) Mark White (216)214.9080

## What do I need to do change roommates to my lease?

Your new roommate must fill out an application, pay the application fee and be approved to reside in your apartment. You will be charged a \$100 fee to change the lease agreement.

## What if I need to break my Lease?

We understand that sometimes it is necessary. You must contact the office and present in writing your intentions to break your lease, explaining when you will be completely out of the apartment. Assuming we are able to re-rent the property right away and not lose any rent, we will only charge a \$100 fee to break your lease agreement. Until the apartment is re-rented or lease expires, you will be responsible for the monthly rent. Any additional fees (i.e. advertising or special move in discounts offered, etc.) to re-rent your apartment will be additional charge to you. While we will advertise the apartment on our available list, it will be up to the tenant to give us the access to show the apartment to the potential new tenant.

Please note that subleasing is a violation of your lease agreement.

## What do I do if I have a maintenance request?

If you have a maintenance request, please enter all online at your tenant portal [http://www.la-management.com/tenants/maintenance\\_requests](http://www.la-management.com/tenants/maintenance_requests). If it is after hour emergency call the emergency number and be sure to include your address, including unit number, your phone number, and a brief description of what the problem is. Once the request has been made you automatically give us permission to enter your apartment to fix this problem whether you are home or not.

## How do I renew my lease?

You will receive a renewal notice approximately 60 days prior to your lease expiration date. We require a minimum 45 days prior to your lease expiration date of your intentions. If you do not inform us of your plans to move, your lease will auto renew itself for another term stated in the renewal notice.

## When will I receive my Security Deposit Refund?

The landlord has 30 days to return your Security Deposit after lease ends. However, our goal is to send it within a couple of weeks after you vacate your apartment.