# FREQUENTLY ASKED QUESTIONS

CHESTNUT HILL apartments


• How is Chestnut Hill an Equal Housing Opportunity (EHO) provider?
• Does a felony conviction automatically disqualify me from living here?
• If I have a felony conviction, what information should I submit for consideration?
• What if there are inaccuracies in my arrest record, conviction record or pending accusations?
• What must I bring to see an apartment?
• Do you accept the reusable tenant screening form?
• What are the steps to apply?
• How much is the application fee?
• How does my credit score affect my application?
• What is the income requirement?
• I have a new job & no pay stubs!
• Do you accept Section 8 or other housing vouchers?
• Do you accept co-signers?
• Are utilities included in the rent?
• Do you accept dogs/pets?
• How much is the security deposit and pet deposit?
• How much is pet rent?
• Do you require renters insurance before I move in?
• Do you offer short-term leases?
• What about parking?
• How many parking permits do you issue per apartment?
• Do you have furnished apartments?
• What must be paid on move-in day?
• What happens at lease end?


**How is Chestnut Hill an Equal Housing Opportunity (EHO) provider?**
We do not discriminate on the basis of race, color, sex, national origin, religion, disability or familial status or on the basis of any additional protected classes as defined by state or local Fair Housing laws.

**Does a felony conviction automatically disqualify me from living here?**
A felony conviction will not automatically disqualify you from living here. Federal Fair Housing guidance indicates that felony convictions must be evaluated on an individual basis, taking into consideration the nature and severity of the conviction and any other mitigating circumstances.

**If I have a felony conviction, what information should I submit for consideration?**
We invite you to provide with your rental application information concerning the facts and circumstances of the offense, including your age at the time, your history since the offense, rehabilitation efforts, and any other information you wish to provide. All decisions regarding criminal background are at the sole discretion of management in compliance with our established policies and are made in accordance with all applicable Fair housing laws. If you have questions, please ask us.

**What if there are inaccuracies in my arrest record, conviction record or pending accusations?**
In Prince George's County, MD, an applicant may provide evidence demonstrating any inaccuracies in their Arrest Record, Conviction Record, or Pending Accusations. The applicant may also provide evidence of rehabilitation or other mitigating factors.

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**What must I bring to see an apartment?**
Each person who is at least 18 years old must bring one valid, current Photo ID: driver's license, passport, state or other government-issued ID, student ID, Permanent Resident Card (green card) or military ID.

**Do you accept the reusable tenant screening form?**
No, we do not.

**What are the steps to apply?**

1. All occupants 18 years or older must submit an application.
2. Each applicant must provide a current government-issued photo ID which is used by a third-party service to verify applicants' identities.
3. After you pay the non-refundable application fee we'll inform you (usually by the next business day) if additional steps are required to verify your identity or address. All requested verification materials must be received within 48 hours of our notice (excluding Sundays and Federal holidays), or your application will be cancelled.
4. Credit, income, rental history, and criminal background checks for every applicant are conducted by a third-party service. For income verification, you may need to connect your payroll account within 48 hours of receiving the verification email, or we must cancel your application.

**How much is the application fee?**
You pay a non-refundable application fee of $25 for each occupant 18 or older.

**How does my credit score affect my application?**
To assess your credit, we obtain your Experian VantageScore 4.0 from SafeRent Solutions, our third-party consumer reporting agency. This score, along with the information found in your credit report, helps us determine whether you meet our minimum requirements for acceptance. Based on this evaluation, SafeRent will inform us if you are approved without conditions, approved with conditions, or denied. If approved with conditions, you will be required to pay a higher security deposit.

**What is the income requirement?**
The total combined annual gross income for all leaseholders in an apartment must be at least 3 times the annual rent (example: $1,500 monthly rent X 12 = $18,000 annual rent X 3 = $54,000 minimum annual income). There is no maximum income limit. The total gross household income must meet our minimum qualification requirement, or your application will be cancelled.

**I have a new job & no paystubs!**
No problem! Provide your original job offer letter (on company letterhead) that states your name, start date & annual income.

**Do you accept Section 8 or other housing vouchers?**
Yes, Prince George's County requires all apartment communities to accept housing assistant payments. We do not participate in Second Chance programs.

**Do you accept co-signers?**
No, but we accept a guarantor for full-time students who do not meet our income requirement. We do not accept guarantors if the applicant's credit does not meet our requirement. The guarantor must meet our income, credit & residency requirements. Call for details.

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**Are utilities included in the rent?**
No, you pay for gas, electricity & water/sewer. Washington Gas & PEPCO will bill you based on the actual amount of gas & electricity you use plus any taxes & fees charged by the utilities and the government. Your water/sewer bills is determined by a percentage-based formula we are required to use by Prince George's County, MD. We set up the account for you and the water billing company charges you a $10 setup fee that appears on your first bill.

**Do you accept dogs/pets?**
We don't accept dogs. We allow up to 2 cats per home. Other pets--if it always lives in a cage, bowl or tank then generally we allow two per apartment (call for details). For fish, we allow 50 gal maximum tank size.

**How much is the security deposit and pet deposit?**
If your application is approved you pay a refundable security deposit, and if applicable, pet deposit. The security deposit ranges from $500 up to one month's rent. The pet deposit is $300. The security deposit and pet deposit combined will not exceed one month's rent.

**How much is pet rent?**
Additional rent is $25 monthly per cat.

**Do you require renters insurance before I move in?**
Yes, your lease agreement requires a minimum of $100,000 in liability coverage. You may purchase insurance through our preferred provider at www.EasyRentersInsurance.com or your provider of choice.

**Do you offer short-term leases?**
No, our standard lease is 12 months.

**What about parking?**
We have unreserved spaces on our surface lots. There is also a lot of public parking very close by on the streets around the community (23rd Pkwy., Callaway St., 23rd Place & Dunlap St.). Residents parked in our lots must display a current community issued permit at all times. Visitors may park anywhere on-site from 6:00 AM - 10:00 PM, after which they must park in our designated visitor spaces or in public parking (local laws apply).

**How many parking permits do you issue per apartment?**
We issue one permit per leaseholder with a valid driver's license and a vehicle with current registration in the leaseholder's name. We issue up to two permits per apartment (any size).

**Do you have furnished apartments?**
No, but there are furniture rental companies nearby.

**What must be paid on move-in day?**
You pay a full month's rent. If you move in any time after the 1st day of the month, we reduce your second month's rent by the amount you pre-paid when you moved in.

**What happens at lease end?**
At the end of your lease, you will continue on a month-to-month basis. If you decide to move, the State of Maryland requires that you notify us in writing at least 60 days in advance for a 12 -month lease and 30 days in advance for a month-to-month lease.