

When and where do I pay my rent?

Your rent is due on the first of every month. A late fee is charged after the fourth of the month. We have convenient payment drop boxes located in the office and just outside the lobby door.

Note: [No cash payments](#)

[No personal checks will be accepted after the fifth of the month.](#)



Who do I contact if I am going to be late and will I get a late fee?

1. You must submit in writing an explanation of why you will be late and an expected date of payment.
2. Know if you do not make your payment by the fourth of the month you will be charged a late fee as per your lease (most cases \$50.00).
3. Even though you make payment arrangements, we must serve all delinquent tenants with a 3-day notice to pay rent in order to protect the property owner. As per your lease you will be charged a \$30.00 service fee if you are served this notice.

If you have other questions or need to know where you may apply for assistance in paying your rent contact Accounts Receivable ext. 19.

Can my payment history affect me when I want to buy a house?

Yes. When you apply for a mortgage, that company will contact us for your payment history. If you were frequently late, had any 3-day notices or had an eviction filed this could affect the outcome of your mortgage application.

What if I need something repaired?

[All maintenance requests must be submitted in writing.](#) Valid and reasonable requests will be repaired as soon as possible. You can submit a request in any one of the following ways:

1. Email it to Maintmgr@AKR1.com.
2. Fax it to 386/677-7482 Attn: Maintenance Coordinator.
3. Fill out a purple Maintenance Request form in our office.
4. Mail it to our office at 1501 Ridgewood Ave, Ste. 217, Holly Hill, FL, 32117.

Please include on all forms: date requested, your name, address of repair and phone number where you can be reached. Be specific about the problem you are having. Note whether we can enter you home with a key to do repairs and whether you have any pets that our maintenance staff should be aware of. [Please do not call in a request to our office it will not be recorded.](#)

What if I need something repaired after hours or on the weekend?

Call 386/677-7678 and listen to the recording. It will direct you to our emergency maintenance line that sends an alert to the property manager. They will return your call and determine what needs to be done. If you have a fire, need the police or immediate medical attention call 911.

Note: There are certain uncomfortable conditions that are not considered an emergency and will not be treated as one. Air conditioners, leaking/dripping faucets and/or toilets and several other bothersome conditions will be repaired on the next day of business. Please refer to your tenant maintenance manual for common repairs you can do yourself.



What if I lose my key or lock myself out?

You may hire a locksmith, or during business hours you may come to the office and get a new key made. You must show a photo ID and it will cost \$10.00 per key. Note: If you change your own locks you must provide us with a new set of set keys.

What if I want to get a pet?

Although many of our rental properties are pet friendly, some of them are not. You must review your lease or call the office to see if a pet is allowed at your residence. If pets are allowed you will have to pay a nonrefundable pet fee and sign an addendum to your lease before the pet will be allowed on the property. (Absolutely no dog or cat sitting allowed.)

What if my personal property and/ or belongings are damaged by fire, flood, leak, hurricane, etc.?

Arthur Kowitz Realty and the property owner are not and will not be responsible for any loss of or damage to any tenants personal property while they are a legal resident of their rental property. This includes but is not limited to clothing, electronics, appliances, food, bedding, furniture, etc. If you want to protect your personal property from damage you must purchase and maintain a renters insurance policy.

What if I want to stay after my lease is up?

You will be sent a Lease Extension Agreement approximately three months prior to the end of your lease. This will let you know when your lease is ending and if there will be any rent increases. You may sign this and extend your lease for another year. Or you may continue to pay your rent, with any increase, and stay on a month to month basis with no penalty.

What do I do if I want to move?

We require at least a fifteen-day written notice of your intent to move prior to the end of the month. Example: You want to move on April 30th, we must receive notice in our office no later than April 15th. We will need your forwarding address in order to send your security deposit disbursement form to you along with a refund where applicable. Once you have vacated the unit, you must turn in your keys to our office or you will be charged rent per day until the keys are returned.

Note: If you change your mind about moving, you can void your notice, however, you must fill out another notice when you decide to move again. Also, we have several hundred properties that we manage so we may have another residence that you would like, so please ask us to help you.

What if I want to buy a house?

When you and your family feel ready to buy a house Arthur Kowitz Realty also has a highly qualified sales department. One of our dedicated sales agents will be happy to help you locate a home and apply for a mortgage. You can contact our Sales Coordinator at 386/677-3913.

What happens if I move out before my lease is up?

You are legally responsible for the full term of your lease. If you move out before your lease has legally ended, you will be charged rent until the end of your lease. If your unit is re-rented to a new tenant, you will receive a credit for those remaining months of your lease obligation that will now overlap with the new tenants.

Example: Your lease is from January 1st to December 31st. You decide to move out on July 31st, you are still responsible for and will be charged for rent in Aug, Sep, Oct, Nov and Dec even though you have moved out. However, if we re-rent the unit on September 1st your obligation has now ended and you will be credited for September thru December.

You may find someone else to fulfill your obligation, however, Arthur Kowitz Realty must approve him or her. This new person, once approved, will sign a new lease and therefore end your obligation.

Will I get my deposit back?

Once you have fulfilled your lease and have moved out, we will do a Move-out inspection. As long as the property is left in the same condition it was in when you moved in, you will receive a refund of your deposit less any unpaid charges.

