

FREQUENTLY ASKED QUESTIONS

Q: When is rent due?

A. Your rent is due on the 1st of every month. However, you do have until 5PM on the 5th to pay without a penalty. A late charge of 10% of your total monthly rent will be applied to your account if payments are received after 5:00PM on the 5th. If mailing your payment to the office, the payment must be received by 5PM on the 5th to avoid the late fee — regardless of the post mark.

Q. How do I pay rent?

A. You can pay through the website with your resident login. Here you can pay for free with an e-check or with a check card or credit card for a small convenience fee. We offer an auto draft option through your resident login. This draft will take place on the 1st of every month. We also accept checks and money orders made payable to CMG Leasing, Inc. There is a drop box located at the entrance to the Leasing Office for your convenience. It is not necessary to use an envelope when placing your rent in the box. Please make sure your apartment address is noted clearly on your payment so that we may properly apply it to your account.

Post-dated checks will not be accepted.

No Cash will be accepted.

Q. What is included with my rent?

A. Water and Sewer, Cable and Internet, Trash and Single Stream Recycling, and Electric Allowance. Please reference the Lease on page 5, section 13 *Utilities*. If you should exceed your monthly allowance, your rental account will be billed any additional usage.

Q. What is the parking policy?

A. Due to the close location to campus, the parking lot is patrolled 24 hours for parking stickers during the Fall and Spring VT semesters. If you will have a vehicle, you will need a parking sticker. In order to pick up your parking sticker, please bring your photo ID and Vehicle Registration to the Leasing Office. If you have a visitor, you will need to stop by the Leasing Office during office hours to pick up a Visitor Parking Pass. You can have one visitor pass per person at a time which is valid for up to 3 days at a time.

Q. Where is the closest bus stop?

A. On Tom's Creek Road. Please visit www.btransit.org to view all bus routes.

Q. Who is the Cable and Internet Provider?

A. Airwave Networks-www.airwave-networks.net/vtcampusedge. Please see the attached flyer for all cable and Internet details or visit their website.

Q. Can I replace the furniture in the apartment/bedroom?

A. All of the furniture in the apartment and bedrooms must remain in the assigned room and it cannot be removed. All furnishings have been coded with a serial tracking number, specific to your bedroom and common area. If the furnishings are missing or out of place, you could be charged for the re-location and/or replacement of each piece. Prices and furniture package subject to change.