



RENTAL CENTER FREQUENTLY ASKED QUESTIONS

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1. Apartment Information

How often do you get new vacancies?

Each Saturday, we post new vacancies on our rental list. Check back with us in a week, if you have not yet found what you are looking for.

Do you accept pets?

Sorry, we do not accept any pets.

When is the apartment available?

Most of our vacancies are available now. In the rare case when an apartment is still occupied, we note the expected date of availability on the rental list. Availability is guaranteed when the unit is vacant.

How long is the lease term?

We rent most apartments with a one-year lease. Occasionally, we have apartments with shorter lease terms; in those cases, this information will be noted on the rental list.

Are utilities included?

All apartments have trash service and water included with the rent. Tenants are responsible for gas and electric for most apartments. In the rare case that gas or electric is included with the rent, this information will be noted on the rental list.

Can I get another parking space with this unit?

Parking that comes with the unit is noted on the rental list. Additional parking is not usually available. Many areas in Santa Monica and Los Angeles have permitted street parking, and prospective tenants are encouraged to call the city directly to inquire about getting a street parking permit. Also, we occasionally have garages for rent; please see the "Office & Garage Space" at www.roque-mark.com.

This apartment doesn't come with a refrigerator. Where can I get one?

You can buy a refrigerator at many local outlets. New fridges start around \$450, while used ones start around \$275. The following local appliance stores offer competitive prices: West Coast Chief in West LA (310) 826-2002 and Carlsons in Santa Monica (310) 393-0131. Many Southern California apartments do not come with fridges.

Is the apartment furnished?

Most of our apartments are not furnished. In the rare case that an apartment is furnished, this information will be noted on the rental list.

What is the difference between a bachelor and a single?

A bachelor is a one-room apartment with separate bathroom; it usually includes a hot plate and small fridge rather than full-size appliances. A single is an apartment with one main room, plus a separate kitchen and separate bathroom. It usually includes full-size appliances such as stove and fridge.

Should I get renter's insurance?

We recommend that you obtain renter's insurance for your personal property. M&R Americana Insurance Service is one of many companies offering policies; they may be reached at (310)453-1735 and are located two doors down from our office.

Where else can I find apartments in the area?

First, please check back with us in a week for additional listings. Next, go to other free online rental listings and free local newspapers such as the Santa Monica Daily Press. In addition, we suggest driving around the neighborhood you are interested in, as some landlords advertise with a sign in front of their property.

2. Viewing Apartments

How can I view an apartment?

For most apartments, you may check keys out at our office, 2802 Santa Monica Blvd. in Santa Monica. Please bring a \$20 **cash** deposit that is returned when you return the keys, and we will make a copy of your photo ID. Keys are checked out Monday to Friday 8am to 5pm and Saturday 10am to 2pm.

May I leave my credit card as a deposit for the keys?

Sorry, but we do not hold credit cards. Please bring \$20 cash for the key deposit; it is returned to you when you return the keys.

When can I check out the keys?

Keys are checked out Monday to Friday 8am to 5pm and Saturday 10am to 2pm. They are to be returned by the end of the same business day.

When do I need to return the keys?

You must return the keys by the end of the same business day. Otherwise, you forfeit the \$20 deposit.

Do I have to see the apartment before applying?

Yes, we require that you view the apartment personally before applying. It is insufficient if a friend or family member has viewed the unit on your behalf; we want you to see it yourself. This is to ensure that you will be satisfied with the apartment.

3. Applications

When should I start looking for an apartment?

We suggest starting about two weeks before you want to move. Our aim is to fill current vacancies as soon as possible.

What is the application process?

Once you view the apartment, you are invited to submit a completed application and \$20 application fee per person age 18 and over. The fee is not refundable. Incomplete applications delay processing, which takes about 2 to 3 business days. If your application is approved, you will be responsible for a \$50 rental fee, as well as first month's rent and security deposit payable by cashier's check or money order in the tenant's name. Then you sign the lease and pick up the keys to your new home.

Who needs to fill out an application?

Everyone age 18 and over who will be living in the apartment needs to fill out an application and submit the \$20 application fee. This is the case even if the applicant does not have a credit history.

May I submit my own credit report?

You are welcome to include a copy of any credit reports, if you choose. However, we will still run our own credit check. This is because different credit reports include different information, and often, information important in our application process is not included in other credit check reports.

May I submit an application online?

We do not accept applications online. Feel free to download the application from our web site, then send it to us at 2802 Santa Monica Blvd., Santa Monica, CA 90404 or drop it by our office.

Will I get informed if my application is denied?

Yes, we will contact you whether your application is approved or denied.

What are your rental qualifications?

Rental qualifications are based on rental history, income, and credit history. The complete rental qualifications are listed at www.roque-mark.com/qualifications.

What if I have bad credit?

Please read the rental qualifications that are posted at www.roque-mark.com. We are unable to provide advice on whether an applicant meets the qualifications until he/she submits a complete application and we process the application.

Do I need a co-signer?

Please read the rental qualifications that are posted at www.roque-mark.com. If you do not have a credit history and have a co-signer available, feel free to indicate that on your application. Once your complete application is processed, we will let you know if a co-signer is needed or acceptable.

I really want this apartment. Can I pay a deposit now?

Sorry, we do not take upfront deposits. The best strategy is to submit a complete application as soon as possible.

I do not have a Social Security number. Will you accept my application?

No, we will not accept an application without the social security number. It is required.

I do not have a driver's license. Will you accept my application?

If you do not have a driver's license, another photo I.D. is required. California state I.D.'s or passports are acceptable. Please submit a copy with your application. We will not accept an application without a copy of a photo I.D.

May I leave an application with you in case something comes up in the future?

Yes. We encourage you to check our rental list to see if new vacancies come up that interest you.

Do I need to submit multiple applications if I'm interested in multiple apartments?

No, one application is sufficient. Please list which apartments you are interested in on your application.

Can I get my \$20 back if you don't check my credit?

Yes, we are happy to return your application fee if we did not run a credit check.

My application was denied. Can I get it back?

We are happy to provide you a copy of the application. We keep the original to comply with real estate laws and do not use any of the information for any other purpose.

4. Office Info

Where is your office?

Roque & Mark Realtors are located at 2802 Santa Monica Blvd. in Santa Monica. We are two blocks east of 26th Street. Our phone number is (310) 828-7525.

What are your office hours?

We are open Monday to Friday 8am to 6pm and Saturday 10am to 3pm.

I have other questions. Whom should I call?

Please call us at (310) 828-7525.

Roque & Mark Realtors

2802 Santa Monica Blvd., Santa Monica, CA 90404

Phone: (310) 828-7525

Fax: (310) 453-5333

Email: rentals@roque-mark.com

Web: www.roque-mark.com