

FAQs

Q: What are your requirements to be approved to move in?

A: We follow very careful screening procedures. We run a credit and background check. We cannot approve anyone that has a bankruptcy or an eviction or who is in collections from another apartment community. We need to be able to talk to current and past landlords and current and former employees as references. You also need to provide proof of income of at least 3 times the monthly rent. We do not allow smoking on our premises. We will also ask you if you have a pet as some of our properties do not allow pets. We'll also let you know that you'll have to maintain renters' insurance.

Q: How can I make sure to get my full security deposit back?

A: The best way to ensure that you get your security deposit back is to fulfill the requirements of your lease. Please read it so that you understand our expectations for the terms of the lease and the care of your apartment. Please make sure you're giving 30 days notice and tell us your forwarding address.

Please see the [Requirements to Vacate Form](#).

When you signed your lease you paid a security deposit and a lease initiation fee. The security deposit is refundable. The lease initiation fee is not refundable. When you move in you should fill out and turn in the Move in/Move out form so that you can report any condition in your apartment that was not your fault. Please take photos to substantiate your report.

When you move out any damages beyond normal wear and tear that were not listed on the Move in/Move out form will be assessed, and a charge to repair the damage will be deducted from your security deposit. Please reference the Apartment Cleaning Checklist and leave your apartment clean. If we have to hire a professional cleaner that charge will be deducted from your security deposit as well.

See [Move in/Move out form](#).

Q: How can I pay my rent?

A: You can visit www.conceptproperty.com to request an invitation to set up a Tenant Portal. Through the portal you can pay your rent for free using an E-check by using your routing number and checking account number. Also through your Tenant Portal you can choose to pay using your debit card or credit card for a fee. These methods are completely secure. For your convenience you may also pay by taking your personalized barcode and a cash payment to any 7-Eleven and an automatic payment will be applied to your account with us. For rare exceptions you may have had deliver a check or money order (no cash) to our office at 1955 South 1300 East Suite 7 in Salt Lake City, UT 84105.

Q: I'm having trouble making a payment online. How can I get help with my Tenant Portal?

A: Please make sure that your account number and routing number have been entered correctly. Also, try using a different Internet browser or even a different computer. It is also helpful to erase your cookies. On your tenant portal you will be given the choice of making a 1-time payment or scheduling a recurring/automatic payment. Please make sure that you are choosing the option that you want. If you are still having trouble completing your payment, please contact service@conceptproperty.com.

Q: How can I get my Electronic Payment Barcode for the 7 Eleven Pay Station?

A: E-mail service@conceptproperty.com and let us know if you'd like one to be mailed or e-mailed your 7 Eleven Pay Near Me Barcode.

Q: When is rent due and when is it late?

A: Rent is due on the 1st day of the month by 5 pm. A late fee will be assessed at the end of the grace period on your lease which is usually through the 3rd or 5th day of the month depending on the property owner's preference or property mortgage due date. When residents don't pay their rent on time it may delay the property's ability to pay property mortgages or service providers triggering fees to the owner which are covered by resident late fees.

Q: I can't pay my rent on time this month. What should I do?

A: If you cannot pay your rent by the 1st, we will give you a short grace period. If you haven't paid your complete balance by the 3rd or 5th of the month, as outlined in your lease you'll be charged a late fee. After the grace period expires in addition to your late fee you'll be served a 3 Day to Pay or Vacate Notice. If you haven't paid in full by the end of the 3 day period, your case will be turned over to the legal team for a eviction. The legal fees may become very expensive adding 30-50% to what you owe and an eviction will stay on your record making it difficult to find future housing. In Utah evictions can happen relatively quickly.

Some residents want the property or owner to finance rent expenses so they can pay for their broken car, phone or other personal expenses paying their rent later or last. This isn't fair to the property

owner and isn't what both parties agreed to when signing the lease. Paying rent and other fees is what you agree to when signing your lease in all cases.

Some options for coming up with funds to pay rent include getting a loan from family, friends, employer or your financial institution, speaking with your church or social programs. In many cases our experience is that those who cannot get help for themselves have already burned these bridges (I don't love this sentence...) and are unlikely to get caught up if they have not paid by the 10th of any given month. If you feel your case is different or you suspect that you aren't going to be able to pay your rent e-mail service@conceptproperty.com so that we can work on alternatives but generally paying your rent is a problem you should figure out with the help of your own network.

Q: What do I do if I see bugs of any kind in my apartment?

A: You should contact us immediately. Bugs can happen anywhere. Some breed in dirty or crowded environments with good hiding places so the first step is always to keep you home clean. There are many home remedies to be found for most pests on the internet and other sources, for example: cornmeal kills ants or food grade diatomaceous earth kills ants, bedbugs, roaches, or anything else with an exoskeleton. In most cases we are hesitant to order chemicals to be put into your home. In the case of bedbugs or cockroaches chemical or heat treatments may be necessary. In some cases you may be charged for the expense of the treatment but working together our goal is for you to have a pest free living environment.

Q: What do I do if I lock myself out of my apartment?

A: Please call 801.662.0066. Whether day or night, you'll reach our customer service team and they will dispatch a maintenance technician to unlock your apartment. You'll be charged \$35 for this service.

Q: What do I do if I have an After Hours Emergency in my apartment?

A: Call 801-662-0066 immediately. You'll reach our customer service team who will dispatch a maintenance technician. Our definition an emergency is a dangerous situation or major building damage potential, like a flood, fire, electrical hazard, safety issue, or no heat or no A/C. Please call us because you could be liable for the cost of the damage if you neglect to report an emergency. Regular work orders like dripping faucets or broken dishwashers are not emergencies. If you have a regular

work order please log in to your Tenant Portal and submit a service request and we would be happy to schedule our maintenance technician to care for your service request.

Q: How do I get my mail key?

A: In many cases you take a copy of your lease to the post office to get your mail key. In some cases we have them on file or can provide them. This varies by municipality. If you need a copy of your lease please e-mail service@conceptproperty.com.

Q: How do I get my parking pass?

A: Because this may vary by location please contact our service number or e-mail a request and a parking pass will be delivered or in some cases you may pick one up at our office.

Q: How can I renew my lease?

A: Please reach out to us at 801-662-0066 or service@conceptproperty.com and we would be happy to connect you with one of our leasing team members to coordinate your renewal.

Q: My lease doesn't expire for several months, but something unexpected has come up and I want to move. What can I do?

A: The first thing to keep in mind is that your lease agreement entitles you to the apartment and the owner to rent for that apartment during the period of the lease. Just as it would be unfair to kick you out in the middle of your lease it is also unfair for you to move out prematurely. We do however understand that things come up and would like to work with you so that you are able to move on and the owner doesn't suffer the financial expense of your leaving early.

Generally, you have three options. First, you may find somebody else to rent your apartment. They would have to be qualified under our standards seen above. The second option is that you may pay a lease buyout fee which is generally between 1 to 2 months rent depending on how many other units we may have available at the time and how quickly we expect to re-rent your unit. Finally, you may pay rent until the unit is re-rented by our team.

Moving out without giving proper notice or working out a mutual solution will result in your being responsible for rent until the unit is re-rented. If we are not able to work out a solution shortly after

your departure your case will be submitted to collections, which will have an adverse affect on your credit and your ability to rent or buy future housing. This is the most damaging route to all parties and represents a violation of integrity.

Q: My lease has expired and I am on a Month-to-Month status and I need to move out. What do I do?

A: First of all, we'd like to talk to you about renewing your lease. Our goal is to keep the good residents we have. If that means we need to improve our service we would like to hear about it. Alternatively, we would love to help you find another home at one of our other beautiful complexes across the Wasatch front. Please call us at 801.662.0066 and let us know what we can do to help you stay with us. If you have to move please provide 30-days written notice to service@conceptproperty.com or to Concept Property Management 2150 South 1300 East Suite 500 Salt Lake City, UT 84106. Please see [Requirements to Vacate Form](#). and [Cleaning Checklist](#).

Q: What is Renters' Insurance and why do I have to have it?

A: Renters' Insurance is very affordable (as low as than \$10 per month). It protects you from accidental damages you may cause to the property such as starting a fire in your kitchen or overfilling your bathtub. We require a minimum of \$100,000 coverage. It can, if you choose protect your personal belongings from flood, fire, or other catastrophes. It's important to us to help you protect yourself. When you purchase a renters insurance policy you transfer any liability you may have for an accident to a third-party insurance company. If you choose to cover your personal possessions you protect them against damages or losses due to your own accidents or the negligence of one of your neighbors.

Not all policies are quick to offer flood insurance, which is one of the most frequent unforeseen problems along with fires people may experience. Please verify with your carrier that you have this coverage. Additionally note that renter's insurance policy may protect the property from vehicular accidents like banging into the carport with your U-Haul and may protect the assets in your vehicle against theft if possessions coverage is selected for your unit. Please see [Renters' Insurance Handout](#).

Q: How do I get my cable and Internet set up?

A: In most cases you will contact your service provider of choice directly. In those complexes where people cable or Internet is provided please contact us for specific details on setting up your services if you did not receive them at move-in.

Q: How can I turn in my proof of renters' insurance?

A: Please provide proof of insurance or have your insurance agent provide proof of insurance by e-mailing the proof of policy to service@conceptproperty.com or faxing it to 801.662.0046