



## U of M Campus Area Frequently Asked Questions and Answers

*Describe the diversity of Wilson White Company U of M Campus properties and their locations.*

We have houses, apartments in houses and apartments in buildings. We have a variety of great locations throughout central campus, downtown Ann Arbor, and in the Kerrytown/North State Street Area.

### Leasing Information

*How can we arrange an apartment showing?*

Please call the Wilson White Company leasing office (734.995.9200) to schedule a showing appointment. Please make sure to contact us in advance, as many times we are going to show you an occupied apartment and we will need to give our residents 24 hours advanced notice before we enter.

*What are the available lease terms?*

There are two types of standard 12-month leases that exist, May-April or September-August. Occasionally, apartments are available for the Spring/Summer term (four months, May through August). This is the only lease we offer that is less than 12-months.

*I found a Wilson White managed apartment or apartment community that is a perfect fit. How do I make lease arrangements?*

It's as easy as six simple steps.

1. Complete a Wilson White rental application. You can request an application by phone (734.995.9200), pick one up at our office at 608 Packard Street, Suite 2, Ann Arbor, MI 48104, or print one off of our website at [www.wilsonwhitecompany.com](http://www.wilsonwhitecompany.com). Remember: we cannot process applications that are incomplete or are unsigned!
2. If you are having roommates, make sure they each fill out an application.
3. A \$200 earnest money deposit must accompany your application to hold the apartment (\$200 total, not per person). Upon approval of your application, the deposit will be applied to your security deposit.
4. Each application must be accompanied by a \$50 application fee (this is per application, and is non-refundable).
5. Please issue your payments to Wilson White by a check or money order; we can not accept cash.
6. Drop off all of the above or mail it to our office, which is located at 608 Packard St., Suite 2, Ann Arbor, MI 48104. You can also fax your application to 734.662.2521 or e-mail it to [campus@wilsonwhitecompany.com](mailto:campus@wilsonwhitecompany.com)
  - Please Note: Once your application has been approved, the \$200 earnest money deposit is NONREFUNDABLE if you choose to cancel.

*O.K., my Wilson White Company application was approved. What's next?*

A Wilson White Company customer service representative will schedule a lease-signing appointment. You have ten days to sign your lease after your application is completed. Everyone named on the lease must be present at the signing. The remaining amount of the security deposit is also due at the signing. If there are any questions on the amount due, please contact the office, 734.995.9200.

## Moving-In

### *What day is move-in?*

Your move-in day is the day your lease begins. Please refer to paragraph #1 of your lease agreement for this information, or call the office, 734.995.9200.

### *What do I need to do to move-in?*

Move-in day is an exciting time and Wilson White makes it easy to get underway. Basically, there are three steps:

1. Visit the Wilson White office at 608 Packard St., Ann Arbor.
2. If you have already signed your lease and paid your security deposit, just pay your 1st month rent; pick up your keys and move-in packet.
3. If your lease covers parking, register your car at the Wilson White Company office and get your parking sticker.

FOR FALL MOVE-INS: Please make sure to be at our office before 5:00 p.m. on your lease start date. The office will be closed for Labor Day weekend immediately following move-in day!

**\*PLEASE NOTE: 1ST MONTH RENT MUST BE PAID IN FULL BEFORE KEYS CAN BE GIVEN OUT!**

### *Can I move-in early?*

No. Due to the short amount of time Wilson White Company has to get all of our apartments ready, the date specified in your lease is when you will be able to move in.

### *Can I store my belongings in the apartment before I move in?*

No. During the turnover work period there will be a variety of contractors going in and out of the apartments, and therefore we cannot provide a secure environment for your belongings. Unfortunately you will have to make other arrangements during this time.

## Rent Payment

### *When is the rent payment due?*

Rent is due on the 1st of each month.

### *When the rent payment is late, and is there a late fee?*

Rent is considered late after the 2nd of the month, and yes there is a \$30 late fee which is charged after the 7th of the month.

**\*Note:** This only applies if you originally signed your lease with Wilson White Company

### *I have roommates, can we each issue a rent payment with our own check?*

No, rent is due and payable in one (1) check only on the first day of each month.

### *My check bounced, are there any penalty fees, what should I do?*

If your check is returned to us by the bank you will be charged a \$30 (NSF) non-sufficient fund fee. Also make sure to issue a new check; we cannot attempt to cash your original check for a second time.

## Utilities

### *What utilities am I responsible for covering?*

Refer to paragraph #6 in your lease agreement for more information on what utility expenses you are responsible to cover.

### *How do I arrange the utility account(s) set in my name?*

Please call DTE Energy for gas and/or electric service at 800.477.4747. If you are responsible for water usage, please call the City of Ann Arbor Water Department at 734.994.2666.

### *What happens if I forget to place the utility account(s) in my name?*

The Wilson White Company will receive a utility bill on your behalf and issue payment. The amount of the bill will be charged to your Wilson White Company account along with a \$50 administrative fee. The \$50 fee will be charged each time we pay a utility bill that is your responsibility to pay!

## Security Deposits

### *When do I pay the security deposit?*

When you submit a rental application a \$200 earnest money deposit is required to hold the apartment. Once your application is approved, the \$200 will be applied towards your security deposit. When you come in to sign your lease (which should be no later than 10 days after your application is completed), the balance of your security deposit is due.

### *How is my security deposit returned at the end of my lease?*

From the date that you turn in your keys, Wilson White Company has 30 days to place the security deposit in the mail to you. You will receive an itemized inventory list of the condition of your apartment which will include charges, if any, against your security deposit along with the balance of your deposit.

## Parking & Towing

### *Where am I supposed to park my car?*

The answer depends on where you are living; some buildings offer parking and some do not. Please call the office (734.995.9200) if you are unsure where you can park your car.

### *Parking is available at my building. Does Wilson White Company guarantee that I will always have a spot?*

No, parking is available but not guaranteed. We attempt to ensure that all of our eligible residents have a spot available for them, but this is not always possible. If you are having a problem with the parking at your building, please contact the office (734.995.9200) as soon as possible, and we will attempt to remedy the situation.

### *How do you determine who is permitted to park in the apartment residence lots?*

In the fall, the Wilson White Company distributes new parking stickers to their residents. New residents will be required to register their car with the Wilson White Company office and they will get their parking sticker when they pick up move in materials. Renewing residents will also need to come into the office to reregister their car and get a new sticker. These stickers are given to all residents who are permitted to park in Wilson White Company parking lots. Those without stickers will be subject to having their car towed.

### *My car was towed, where is it?*

We use Brewer's of Ann Arbor as our tow service. If your car has been towed, you need to call Brewer's at 734.663.6019 to make arrangements for the car's release from storage.

## Maintenance

### *How do I place a maintenance request?*

If the maintenance request is during regular business hours (8:30 a.m. to 5:00 p.m., Monday through Friday), call the office (734.995.9200) and inform them of the problem. If it is after hours, you can call the office and leave a voice mail message or e-mail us at [campus@wilsonwhitecompany.com](mailto:campus@wilsonwhitecompany.com) (please make sure to be

as detailed as possible when describing the problem). Important: let us know if we have permission to enter your apartment. We can usually address maintenance requests within 24 to 48 hours. If it is after hours and you feel the maintenance situation is an emergency, call our emergency maintenance answering service at 734.786.7602, and they will contact one of our on-call maintenance technicians.

#### *What is considered to be a maintenance emergency?*

Those items that can not wait until the following business day are considered to be maintenance emergencies. Some examples of these would be no heat, being locked out (there is a lockout fee that must be paid upon arrival of the maintenance staff), the doors or windows to your apartment are not shutting or locking properly, a water leak (one that is continuously flowing), a power outage in all or part of your apartment (but make sure that it is not a wide spread power outage before you call, we can't do anything about that).

## Renewals

#### *Do I have the option to lease my apartment for the following year in advance of the general public?*

Yes, we invite our residents to renew their leases before we offer the apartment to the general public.

#### *I want to stay in the apartment for the next year, but my roommates do not. What do I need to do?*

You are welcome to renew your lease without your current roommates. Please have your new roommates drop off their rental applications to our office along with their \$50 application fee and we will complete the lease paperwork accordingly.

#### *How can I arrange living in a different Wilson White Company property next year?*

Just notify the Wilson White Company office staff of your desire and they will gladly assist you in finding another apartment.

## Lease Assignment & Subletting

#### *What is the difference between assigning my lease to someone and subletting my apartment?*

When subletting you remain ultimately responsible for the apartment. If you assign your lease to someone else, they assume full responsibility for your apartment. But remember: when you complete a lease assignment, you are signing over your security deposit (the security deposit stays with the apartment until the lease is up, and is returned to the lease holder at the end of the term). For further information on Lease assignments and subletting refer to paragraph #18 of your lease agreement or call the office at (734) 995-9200.

#### *Do you allow subletting?*

Yes, we do allow subletting, and there is no fee associated with it. Please contact our office (734.995.9200) for information on what we will need from you and your sublettor.

#### *How do I complete a lease assignment?*

The assignee needs to fill out a Wilson White Company rental application. Upon approval, we can do a lease assignment. We need both parties to be present at the assignment, as well as any roommates that will be staying in the apartment. There is also a \$100 assignment fee that is due at the time of assignment. This whole process will take about 30 minutes, so arrange a time that is convenient for everyone.

## Moving-Out

### *When does my lease end?*

Lease ending dates vary depending on your move-in date and the terms of your lease. Refer to paragraph #1 of your lease for details on your move-out day.

### *What are the move-out procedures?*

1. Make sure your apartment is completely vacant.
2. Clean the apartment and make sure your personal belongings are removed.
3. Notify the appropriate utilities of your last day of occupancy.
4. Inform the Wilson White Company office of a forwarding address so your security deposit can be processed.
5. Drop off your apartment residence keys at the Wilson White Company office.

After completion of the above, a Wilson White Company staff member will conduct an apartment walk through and complete a move-out inventory of your apartment.

### *Can I extend my stay in the apartment after my lease ends?*

Unfortunately we can not allow anyone to hold over, as we need time to prepare the apartment for the incoming resident.

### *Since my lease does not end on the last day of the month, how much is my rent for the last month of my lease?*

Even though you will not occupy your apartment for a month's full 30 days, you are required to issue the full monthly payment. A total dollar amount in rent has been established for the lease term, which in many instances will be less than 365 days. The total rent is then divided by the number of months in the lease term to arrive at equal monthly payments. Therefore, there will be no pro-rated amounts due at the beginning or at the end of the lease term.