



## **...Frequently Asked Questions...**

**Q. When is rent due? Who do we make the check out to? Where do we send the rent checks?**

**A.** Rent is due on the 1<sup>st</sup> and is late after the 5<sup>th</sup>. Check and money orders should be made out to Landmark Properties with your address on it. Residents at the Retreat & Station may leave rent in the drop box located at the clubhouse. All residents may leave at the rent drop box at our main office building. You can also mail the payment to our office at 455 Epps Bridge Parkway, Building 100, Suite 201, Athens, GA 30606.

**Q. When are late fees assessed and how much are the late fees?**

**A.** The first late fee is charged at the end of the business day of the 5<sup>th</sup>. The charge is 5% of the entire monthly rent. For example, if the rent for your entire unit is \$1,800 then the late fee is \$90. The second late fee is charged at the end of the business day on the 10<sup>th</sup>. You will be charged an additional 5% of the entire monthly rent on this day as well.

**Q. What about pest control and lawn maintenance? Do we pay for these?**

**A.** No, pest control and landscaping will be handled through us with no extra charge to you.

**Q. Can my roommates and I paint the inside of our cottage?**

**A.** Yes, but you must paint it back to the original color when you move out. Just remember the more work we have to do to return your cottage to its original move in condition when you move out the more we will deduct from your security deposit!

**Q. What happens if I lock myself out of my cottage?**

We do not respond to "lock-outs". If you are locked out of your unit, an extra key can be picked up from our main office during our normal business hours. You must bring a photo I.D. for verification purposes. Keys will not be given to anyone other than a tenant(s) whose name appears on the lease.