



(910) 849.2988 | Fax: (910) 623.9088 | Email: [propertymanager@chaconiarealty.com](mailto:propertymanager@chaconiarealty.com)  
[www.ChaconiaRealty.com](http://www.ChaconiaRealty.com)

## FREQUENTLY ASKED QUESTIONS

Dear Resident,

Your residence is under the management of **Chaconia Realty Group** Property Management. Below are a few Frequently Asked Questions (FAQs) and answers our new residents have:

### Q. WHO DO I PAY MY RENT TO?

A. You should make your rent check or money order payable to:  
**Chaconia Realty Group**

### Q. WHEN IS MY RENT DUE?

A. Rent payments are due the **FIRST DAY OF EACH MONTH**. *It is considered late and you will incur a late fee if your rent is not paid by the **END OF THE BUSINESS DAY ON THE FIFTH DAY of the month***

### Q. WHAT ARE THE PAYMENT OPTIONS FOR PAYING MY RENT?

A. ***WE DO NOT ACCEPT CASH PAYMENTS.*** You may pay your rent as follows:

- **USE OUR ONLINE PAYMENT MERCHANT PORTAL WHERE YOU MAY:**
  - Set up an ACH with your bank or employer to have your rent paid automatically from your bank account
  - Pay Online with ACH transaction
  - Pay Online with debit or credit card (this incurs a small fee)  
***\*\*allow at least 2-5 business days for the online bank to process your payment and deposit it to our bank, to avoid incurring late fees***
- **PAY VIA PAYPAL**
- **PAY BY CHECK OR MONEY ORDER.**
  - Make a check or money order **PAYABLE TO CHACONIA REALTY GROUP** and then you may:
    - Mail a check or money order **to arrive in time (by the 1<sup>st</sup> of the month)** to OUR POSTAL BOX
    - Drop off your payment at our POSTAL BOX; Payment MUST be in A SEALED ENVELOPE WITH A **check or money order only - NO CASH PLEASE!**

**Q. WHAT HAPPENS TO MY SECURITY DEPOSIT? WHEN DO I GET IT BACK?**

- A. Your security deposit will be deposited into a Security Deposit Escrow Bank Account administered by the Chaconia Realty Group, LLC. Your security deposit will be refunded **at the end of your lease** minus any charges for damages you may have incurred or any fees/rent you may owe.

**NOTE: Your SECURITY DEPOSIT CANNOT BE USED TO COVER YOUR MONTHLY RENT DURING YOUR TENANCY**

**Q. WHAT HAPPENS TO MY SECURITY DEPOSIT? WHEN DO I GET IT BACK?**

- A. Your security deposit will be deposited into a Security Deposit Escrow Bank Account administered by the Chaconia Realty Group, LLC. Your security deposit will be refunded **at the end of your lease** minus any charges for damages you may have incurred or any fees/rent you may owe.

**NOTE: YOUR SECURITY DEPOSIT CANNOT BE USED TO COVER YOUR MONTHLY RENT DURING YOUR TENANCY**

**Q. WHAT HAPPENS TO MY SECURITY DEPOSIT? WHEN DO I GET IT BACK?**

- A. Your security deposit will be deposited into a Security Deposit Escrow Bank Account administered by the Chaconia Realty Group, LLC. Your security deposit will be refunded **at the end of your lease** minus any charges for damages you may have incurred or any fees/rent you may owe.

**NOTE: Your SECURITY DEPOSIT CANNOT BE USED TO COVER YOUR MONTHLY RENT DURING YOUR TENANCY**

**Q. WHAT HAPPENS TO MY PET FEE?**

- A. If pets are allowed at your residence and there is a Pet Fee. The fee is something the *owner charges to allow you to have a pet*. It is due at the time of lease signing and is paid to the landlord immediately. Unlike your security deposit the Pet Fee is not held in escrow and is non-refundable. Also, please note that charges for any damage done by your pet during your tenancy will be deducted from your Security Deposit.

**Q. WHAT IS PET RENT??**

- A. If pets are allowed at your residence **some** landlords may charge a Pet fee up front as well as Pet Rent. Pet rent is a monthly fee in addition to your normal rent. You may pay the pet rent all at once at the start of the lease, or add it to your monthly rent payment.

**Q. WHAT HAPPENS WHEN MY LEASE EXPIRES?**

- A. When your lease expires you will have the option to renew your lease for another 1 or 2 year term or go to a month to month lease term, depending on what the landlord's preferences are.

**Q. WHAT ABOUT SUBLEASING? WHAT IF WANT TO GET A ROOM-MATE OR WANT TO HAVE RELATIVES MOVE-IN WITH ME?**

- A. **WE DO NOT ALLOW SUB-LEASING.** If you would like to get a room-mate or you'd like a family member to move in with you (for example a new spouse or other adult relative) you must notify us prior to their move-in so that they can be added to the lease or as an authorized occupant. All adult occupants will be required to go through our background check process prior to authorization of occupancy.

**Q. WHO DO I CALL IF THERE IS A PROBLEM AT THE PROPERTY OR IF A REPAIR IS NEEDED?**

- **If it is a LIFE THREATENING EMERGENCY, please call 911.**
- For urgent repairs that may cause damage or harm to persons or the premises, please call our Office IMMEDIATELY at **(910) 849-2988**
- For regular repairs or maintenance that are not urgent it is best for *you submit a repair request online at the TENANT PORTAL:*  
Go to: **www.chaconiarealty.com** then click on the **TENANTS Tab**

**Q. WHAT ABOUT HOME-OWNER'S ASSOCIATIONS?**

- Some homes are part of communities with Home Owner Associations. The HOA's are also often responsible for certain types of upkeep and maintenance of common community facilities.
- They often have rules that ALL residents must adhere to. Our tenants are expected to follow all HOA rules.
- If a resident violates an HOA rule, there may be a fine. If a fine is charged because a tenant broke the rules the fine will be charged to the tenant.

**Q. DO YOU HAVE A WEBSITE, AND WHAT IS A TENANT PORTAL?**

- A. Yes. We have a website! **www.ChaconiaRealty.com**

A Tenant Portal is a link on our website that will enable you to :

- Create your own personal account. **An email account is required to sign up.**
- Log in to make repair requests
- Schedule rent payments and set up reminders
- See and manage your account/payment history and
- Keep up with events in your community.

**Q. CAN WE SEND YOU EMAILS?**

**A.** Yes, our email address is: [propertymanager@chaconiarealty.com](mailto:propertymanager@chaconiarealty.com)

**Q. WHAT ARE YOUR OFFICE HOURS?**

**A. *Our business hours are*** 9 am – 5 pm Monday to Friday. We are closed Saturday, Sunday and Federal other national Holidays.

***IF YOU NEED TO MEET WITH A PROPERTY MANAGER IN PERSON, PLEASE CALL AHEAD TO SET UP AN APPOINTMENT.***

***PLEASE NOTE: DUE TO COVID-19 RESTRICTIONS, WE ARE NOT OPEN TO THE PUBLIC FOR IN-PERSON APPOINTMENTS***

**Q. WHAT IF MY PERSONAL & WORK INFORMATION CHANGES?**

**A.** If your personal information such as employment, emergency contact etc, changes, in order to keep our records current, we would appreciate you updating your Tenant Profile online at the tenant portal or text, email, or mail/dropoff your updated information to our office. If you have any questions, please feel free to call us.

Thank you

CHACONIA REALTY GROUP, LLC

Property Management Care Team