

TENANT FAQ

Why Should I Rent with You?

We believe renting should be straightforward, respectful, and well-managed. Our goal is to provide a stable, professionally run housing experience for residents who value clear expectations and accountability.

When you rent through us, you can expect:

- Clear communication - We respond promptly and keep you informed.
- Well-maintained homes - We work with owners who care about their properties and we address legitimate maintenance issues in a timely manner.
- Consistent policies - We follow Oregon landlord-tenant laws carefully and apply our lease terms consistently to everyone.
- Professional systems - Online applications, secure payment options, maintenance requests through your tenant portal, and organized documentation.
- No surprises - Our expectations are outlined clearly up front so you know exactly what is required during your tenancy.

When Can I Schedule a Showing?

Please text us at 541-227-6288 to inquire. Please include your name and the property you're interested in.

Do You Charge an Application/Screening Fee?

Yes, each adult applicant will be charged a non-refundable \$55 application and screening fee. This fee covers the cost of processing your credit report, criminal background check, and eviction history through our third-party screening provider.

As part of the screening process, we also verify employment and income and contact previous landlord references to confirm rental history and tenancy performance.

Because screening begins immediately once an application is submitted, the fee is non-refundable even if an applicant is denied or chooses to withdraw.

We strongly encourage applicants to review our full screening criteria before applying to make sure they meet the requirements.

When Should I Complete an Application?

After you have toured the property either virtually or in person.

Who Needs to Complete an Application and Background Screening?

Any occupant age 18 and over will need to complete an application and pay the \$55 non-refundable application/screening fee.

What is Your Screening Criteria?

We are committed to compliance with all federal, state, and local fair housing laws. All applicants are screened using the same objective criteria, applied consistently to every application.

Application Requirements & Processing

- All applicants 18 years of age or older must submit a separate application.

- A non-refundable application/screening fee in the amount of \$55 is required per adult at the time of application.
- Applications are processed within 3-5 business days of receipt, and must be COMPLETE to be considered first, meaning **all required documentation must be provided at the time of application submission.**
- Priority will be given to the applicant(s) with the earliest move-in date.
- Incomplete applications may be declined or lose priority.

What is Your Income Criteria?

- Combined household gross income must be at least three (3) times the monthly rent, and debt-to-income ratio (including rent) must be no more than 40%.
- Income must be verifiable through:
 - 3 most recent pay stubs (must upload at time of application)
 - Employer verification
 - Self-employment income verification:
 - YTD P&L or last 6 months of business or personal bank statements that support a running balance of at least 3x the monthly rent amount
 - Benefit award letters (where applicable, if needed to qualify)
 - Offer letter from future employer (where applicable)
- All income documentation must be submitted at the time of application. Failure to provide documentation may result in denial.

What is Your Credit Check Criteria?

- Each applicant's credit history will be reviewed.
- A minimum credit score of 600 is generally required.
- Credit scores below this threshold may result in denial.
- Credit history showing unpaid housing-related debt, collections, or patterns of nonpayment may be grounds for denial.

What is Your Criminal History Criteria?

- Criminal history is reviewed in accordance with ORS 90.303 and applicable fair housing guidance.
- Convictions - not arrests - are considered. A single conviction for any of the following, subject to the results of the review process, shall be grounds for denial of the rental application:
 - Felony convictions involving: murder, manslaughter, arson, rape, kidnapping, child sex crimes, or manufacturing or distribution of a controlled substance
 - Felony convictions not listed above within the past 7 years involving: drug-related crime, person crime, sex offense, crime involving financial fraud (including identity theft and forgery), or any other crime if the conduct is of a nature that would adversely affect property of the landlord or a tenant for the health, safety, or right of peaceful enjoyment of the premises of the resident, the landlord or the landlord's agent.
 - Misdemeanor convictions within the past 5 years involving: drug related crimes, person crimes, sex offenses, domestic violence, violation of a restraining order, stalking, weapons, criminal impersonation, possession of burglary tools, theft, financial fraud crimes, criminal trespass, criminal mischief, property crimes, or any other crime if the conduct is of a nature that would adversely affect property of the landlord or a tenant for the health, safety, or right of peaceful enjoyment of the premises of the resident, the landlord or the landlord's agent.
- Conviction of any crime which requires lifetime registration as a sex offender will result in denial.
- Applicants may request an individualized review where permitted by law.

What is Your Rental History Criteria?

- Applicants must provide verifiable rental references, or personal references if no rental history in the past 5 years.
- Rental references must be from unbiased third parties (family or friends do not qualify).
- Any gaps in rental history exceeding 90 days may require additional documentation.
- Prior homeownership with a mortgage in good standing may satisfy the rental reference requirement.
- Prior evictions, unpaid balances, or negative landlord references may result in denial.

Do You Require Identification?

Yes, applicants must provide:

- Valid government-issued photo identification
- Social Security Number or ITIN for screening purposes

Is There a Maximum Number of Occupants Per Residence?

Occupancy is generally limited to two (2) persons per bedroom, subject to property configuration and applicable law. Exceptions may be considered for infants or unique unit layouts.

Do You Accept Pets?

- Pet policies vary per property.
- When allowed, pets must be spayed/neutered, insured, and current on vaccinations/licensing as required by property county, and documentation submitted with application.
- Additional deposits and/or pet rent may apply.
- Service Dogs and Assistance Animals are permitted in accordance with fair housing laws and are not subject to pet fees or deposits.

Do You Require a Security Deposit?

Yes. Please refer to the specific property for deposit details.

Do You Require Renters Insurance?

Yes, we require all tenants who are not exempt to obtain renter's insurance as a condition of their rental agreement. This policy is designed to protect the tenant from liability in the event of unforeseen incidents. We do not require tenants to have coverage for their personal belongings, but we strongly recommend it.

Policy Details

- Requirement: All tenants must provide proof of renter's insurance with a minimum liability coverage of \$100,000 before move-in.
- Policy Terms: The renter's insurance policy must remain in effect throughout the entire duration of the tenancy.
- Tenants are required to name Top Agents Real Estate Company as an Interested Party on the policy. This designation allows us to be notified if the policy lapses or is modified.
- Verification: Tenants must submit a copy of their insurance policy prior to move-in and upon each renewal. Failure to maintain active coverage may result in additional fees or penalties, including potential eviction for non-compliance.
- Penalties: Failure to maintain renter's insurance as required may result in a fine of up to \$250 or actual damages, whichever is greater.
- Exemptions: If the household income is below 50% of the median income for the area, as determined by HUD guidelines, tenants may be exempt from this requirement. However,

specific conditions may still apply, so tenants should consult with management for further information.

What is Required Prior to Getting Keys?

Before we can release keys, all move-in requirements must be completed and verified. These include:

- Security Deposit Paid: The security deposit must be paid and confirmed received. The property will continue to be marketed until the deposit is paid in full.
- First Month's Rent Paid: Your full tenant-portal balance must be paid by your move-in date.
- Proof of Renters Insurance (unless exempt): Update your tenant portal with your insurance information and email us a copy of your policy showing Top Agents Real Estate Company listed as an interested party, and \$100,000 liability coverage.
- Utilities Transferred to Your Name: All applicable utilities (electric, gas, water, etc.) must be active in your name as of your move-in date.
- Signed Unit Condition Report: You must review and sign the Unit Condition Report at move-in. This documents the property's condition and protects both parties.

How Long is the Rental Term?

Our rental agreements are month-to-month with the hope of securing a long-term tenant, as long as the terms of the rental agreement are adhered to. Depending on the property, the landlord might be willing to work with you on different terms.

How Quickly Can I Move In?

Your move-in date depends on the status of the property you will be renting (vacant, currently occupied, repairs being done, etc.) and how it aligns with your timeline for moving.

If Something Is Broken, Will You Fix It?

We will always fix everything that is our responsibility as outlined in your rental agreement. If there are any damages that are not covered, please let us know and we may have a contractor that we can recommend.

How Often Is Rent Due and How Can I Pay It?

Rent payments are due on the 1st of each month, unless other arrangements are made prior to entering the rental agreement.

We strongly suggest you set up your rent payments on auto-pay, which can be done in the Tenant Portal, via ACH (low-fee e-Check wire transfer), or credit/debit card.

If using ACH, the money will not leave your account immediately, so you will need to leave the balance in the account until the process is completed.

Alternatively, rent checks can be dropped off in our mail slot (#114) in the mail room on the first floor of our office building at 724 S Central Ave., Medford, Oregon. The lobby doors are open Monday-Friday from 8:00 a.m. - 7:00 p.m.

What Does the Tenant Portal Do?

The Tenant Portal is an online tool provided for you at no cost. You will be able to:

- Pay your rent online.
- View your previous and upcoming payments.
- Add your renter's insurance information.
- Submit and track maintenance requests.

How Do I Access My Tenant Portal?

You will receive an automated invitation via email to the tenant portal. You may also log in through the Portal Login link on this website.

Additional Policies

- Co-signers may be considered. All co-signers must complete a separate application, meet the same criminal, credit, and income requirements as an applicant, and sign our Co-Signer Agreement.
- Aggressive, disruptive, or abusive behavior toward staff, occupants, or property may result in denial.
- Misrepresentation or omission of material information is grounds for denial, or termination if discovered later.
- Proof of renter's insurance is required prior to move-in, unless exempt.

Final Approval

- Approval is contingent upon successful completion of:
 - Verification of income, employment, rental history/personal references
 - Execution of the rental agreement by all tenants within 24 hours of receipt
 - Payment of the security deposit within 24 hours of approval.

Important Notice

Submitting an application does not guarantee approval or hold a unit off the market. The first fully qualified applicant meeting all criteria, including earliest move-in date, will be approved.