

## THE RENTAL HUB

### Terms and Conditions

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#### 1. Acceptance of Terms

By engaging The Rental Hub's apartment locating services, you (the client) agree to adhere to these Terms and Conditions.

#### 2. Services Provided

The Rental Hub will identify and pre-screen apartment options suitable to your described circumstances. Final leasing approval is determined solely by the individual apartment complexes.

#### 3. Client Responsibility

Clients agree to provide accurate and complete information. Clients must directly contact apartment complexes, complete applications, submit required documentation, and adhere to apartment complex rules and regulations.

#### 4. Fee and Payment Structure

The Rental Hub operates under a two-part payment structure.

A non-refundable deposit of \$25 is required to initiate intake review, eligibility screening, and housing research. This deposit secures the client's service file and allows The Rental Hub to begin preparation of the personalized Tenant Housing Report.

The remaining balance of \$150 is required prior to the release and delivery of the completed housing report and supporting resources.

No housing report, supporting documentation, or resource package will be released until full payment has been received.

#### 5. Non-Refundable Policy

All payments made to The Rental Hub, including the initial deposit and the remaining service balance, are non-refundable once paid.

Fees are charged for professional research, screening, analysis, preparation, and identification of verified housing opportunities. Refunds will not be issued based on apartment approval outcomes, changes in client circumstances, client decisions not to

proceed, failure to respond, or dissatisfaction with leasing decisions made by third-party properties.

By submitting payment, the client acknowledges and agrees to this non-refundable policy.

## **6. Report Holding Period and File Closure**

Upon completion of the personalized Tenant Housing Report, The Rental Hub will hold the completed report for a period of seven (7) calendar days pending receipt of the remaining service balance.

If the remaining balance is not received within seven (7) calendar days of notification, the client's file will be formally closed.

Once a file has been closed due to non-payment, any future request to proceed will constitute the initiation of a new service cycle. Additional fees will apply, as housing availability, qualification standards, and property policies may change over time.

The Rental Hub is not responsible for preserving previously identified housing opportunities after file closure.

## **7. Service Completion Definition**

The Rental Hub's service is considered complete upon delivery of the personalized Tenant Housing Report and supporting resources.

The Rental Hub is not responsible for follow-up with properties, application results, move-in coordination, or outcomes determined by third-party leasing offices.

## **8. Turnaround Time & Communication**

Housing reports are typically delivered within 7 business days after full payment and intake completion. Clients are responsible for responding to all communication in a timely manner. Delays due to unresponsiveness are not the responsibility of The Rental Hub.

## **9. Limitations and Liability**

The Rental Hub makes no guarantees regarding final approval by apartment complexes. The Rental Hub is not liable for apartment leasing decisions, denials, policy changes, or consequences resulting from client actions or inaccuracies in provided client information.

## **10. Confidentiality**

All client information provided will be used solely for service purposes and will remain strictly confidential.

## **11. Changes to Terms**

The Rental Hub reserves the right to modify these Terms and Conditions. Any changes will be communicated clearly and promptly.

## **12. Governing Law**

These Terms and Conditions are governed by the laws of the jurisdiction in which The Rental Hub operates.

### **Disclaimer Regarding Eligibility**

The Rental Hub specializes in assisting high-risk tenants; however, we do not provide services to individuals with the following background classifications:

- Convictions involving violent crimes (e.g., assault, armed robbery, murder/manslaughter)
- Sexual offenses including, but not limited to, rape, sexual assault, and child molestation
- Active sex offender registration or history of predatory behavior

We reserve the right to decline service to any applicant whose background falls into these categories, as many housing providers and communities do not accept tenants with these types of convictions. Attempting to omit or misrepresent such information during the intake process may result in immediate termination of services and forfeiture of any associated fees.

We are unable to assist individuals with active arrest warrants, open criminal cases, or those currently undergoing bankruptcy proceedings, as these significantly impact housing eligibility.

The Rental Hub does not guarantee housing placement. Final approval is at the discretion of the property owner or management company's leasing policies and background screening processes. Our service is limited to identifying and presenting verified housing opportunities based on the information provided by the client.

It is the client's sole responsibility to provide truthful, complete, and accurate information regarding their criminal, rental, and credit history. Failure to do so may result in immediate termination of services.

By using The Rental Hub's services, clients acknowledge their understanding, acceptance, and agreement to these Terms and Conditions.