


Any closer, you'd be in class!

Frequently Asked Questions


Welcome to Mallard Properties!

Please take a few moments to familiarize yourselves with some policies and procedures.


Q: What phone numbers might be helpful to me?

 **A:** Mallard Properties office #541-465-3825 ~ Non-Emergency Police Line #541-682-5111
Eugene Water & Electric Board #541-685-7000 ~ NW Natural Gas #1 (800) 422-4012
Comcast/Xfinity #1 (800) 934-6489


Q: What do I do if I have a maintenance issue?

 **A:** Please submit a maintenance request via the online "[Tenant Portal](#)" located on our website under the "Tenants & Co-signers" tab.

Q: Is all maintenance free?


 **A:** No. Residents are responsible to pay for unclogging of drains and/or plumbing in the property, and damages whether done willingly or unknowingly by resident or their guest. Owner/Agent would be responsible for maintenance costs only if it is ordinary wear and tear (ex: replacing an old oven that stops working).

Q: What is a maintenance virtual tour?


 **A:** Maintenance videos designed to help our resident(s) save money by teaching you how to use the provided systems in your home and resolve the most common tenant billable maintenance requests. Learn to reset your breakers, heaters, garbage disposal and much more. Maintenance calls start between \$50-\$60 per hour with a one hour minimum for each call. Additional charges will be added for parts etc. if this is a billable item to the resident. Charges will also apply for no show appointments with our staff and outside vendors. Additional information can be found here or reach out to the office.

[Repairs Guide](#) <https://www.mallardproperties.net/maintenance-virtual-tours>

Q: What is considered a maintenance emergency? How can I get a hold of you?


 **A:** A maintenance emergency would be water pouring from somewhere it shouldn't and you can't turn it off. Or you are not secure in your apartment. For instance, your deadbolt will not lock or someone has broken your window. If you have a maintenance emergency call the office at (541)465-3825 and leave a message with the live answer service. They will get in touch with us. Anything else that is not a maintenance emergency, please submit a maintenance request via your [Tenant portal](#).

Q: Do you accept pets?


 **A:** No. We do however accept reasonable accommodation requests for support animals.

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Q: Do you allow smoking?

 **A:** Our policy is, NO smoking/vaping of any kind, including Marijuana, at anytime, anywhere on all of our properties.


Q: What forms of payment are acceptable?

 **A:** In our office we accept, personal checks from leaseholders (Tenant), cashier's checks, money orders. Residents have online payment options available. E-check is the least costly option or for a small fee you can use a debit/credit card. Rent payments must be paid in one lump sum.


Q: Are there penalties for late payments?

 **A:** Yes. **The monthly rent is due in full on the 1st of every month**, regardless of holidays or weekends. You have a grace period to pay your rent without a fee until 11:59 pm on the 4th of every month. There is a \$75.00 late fee billed on the 5th of every month to any unit that has yet to pay their rent.


Q: Is there a lease break fee?

 **A:** The early termination fee applies if ALL leaseholders are to vacate the property before the lease ending date. The amount is equivalent to one and a half times your monthly rent (ex: Monthly rent is \$1,000.00; lease break fee is $\$1,000 \times 1.5 = \$1,500.00$). Or **actual damages** of the landlord determined by Mallard Properties at our discretion at the time of the accounting. These funds will be requested in **GUARANTEED FUNDS**, such as cashiers' check or money order. Accompanying your funds would be your signed 30-day notice to vacate.


Q: What is meant by the term "Actual Damages"?

 **A:** 90.430 Claims for possession, rent, damages after termination of rental agreement. Landlord may have claim for possession and for rent and a separate claim for actual damages for breach of rental agreement.

Q: How many people are allowed per bedroom?

 **A:** Two people per bedroom and one person is allowed on the couch. However, no more than 6 unrelated parties per unit.

Q: Do you allow sub-leasing?

 **A:** We allow what is called a *temporary occupant*. A *temporary occupant* is not added to the lease; however, they may live in the unit while the leaseholder is away. The Temporary Occupant Form must be signed by all current leaseholders prior to their arrival.

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Q: Do units come furnished?

 **A:** No. However, we are teamed up with Cort.com, a furniture rental company, who will work with you directly to assess your furniture needs.


Q: Can nails be used in the walls?

 **A:** We allow 20, 1-inch nails.


Q: What if I need more parking?

 **A:** Residents can request to be placed on our parking waitlist. Our pricing for single and double deep spaces vary upon the current market, but are typically between \$50 - \$80 / month. Or, you may also inquire about street parking availability & pricing through the city of Eugene

Q: When will I get my deposit back?

 **A:** Once our office has received your move out packet and keys, we have 31 days to send out a final accounting of your deposit. If there were any charges deducted from the deposit, we will inform you at that time.

Q: What types of things will be deducted from my deposit refund?

 **A:** Cleaning costs above normal wear and tear. Charges assessed for any damages that may have occurred during your tenancy. Residents will be given a cleaning list of items that are completed prior to their move in. Residents should perform these items to the best of their ability, with exception to light covers and moving appliances to clean behind them. The carpets will need to be *professionally* cleaned. If you choose to hire and meet these vendors prior to your move-out you will need to pay them and turn in the receipts with the move out packet. Otherwise, these items will be deducted from the deposit. A list of vetted vendors is included in the move out packet. If residents use a different vendor who does not adequately perform these tasks, a vetted vendor will be hired by management to complete the job to standard and cost will be deducted from the deposit. Carpet cleaning machines rented by residents is not considered a professional cleaning.