



ENCORE PROPERTY MANAGEMENT

Professional Experience
Personal Service

P.O. Box 2104 * Redmond, OR * (541) 548-9994 * www.encorepropertymanagement.com

Welcome to Encore Property Management

VACANCY INQUIRY PROCEDURE

APPLICATION PROCEDURE

MOVE IN PROCEDURE

Our goal is to assist in finding a home for you and all persons within your household while establishing a long relationship of providing an enjoyable living experience. To assure our commitment of compliance with all State and Federal laws, we would like to be able to answer every question and/or be adaptable to every situation you may have as concern and therefore have constructed this information thoughtfully in allowance of fairness and equality to all persons inquiring!

You may be advised to seek information and/or answers from these documents and refer to our vacancy listing continuously in efforts to assure the same information and opportunities are extended to all persons inquiring. Perspective parties looking for vacancy status are required at their own discretion to visit our office or website at any given time for a current update of any and all vacancies either current or coming. Updates change rapidly and we accept on first come/first serve basis.

Our process begins with you viewing our vacancies personally. Any unit indicating **Available Now** can be viewed with a copy of your current, valid, driver's license and a contact telephone number. Any unit with an **Available Date** will need to be viewed upon vacancy. You are more than welcome to drive by occupied units but please...**do not disturb residents or approach windows/doors/back yards. We will not allow exceptions to viewing vacant units. Only when they have been vacated, approved to be shown by the office manager, you have checked out a key and we have a "key checkout form" to include copies of I.D. and signature in our office.**

Applications will ONLY be received upon you viewing the particular unit you wish to apply for personally. If you decide to "move an application" from one unit to another after initial submission, you will be required to submit your request via a form retrieved by front office.

We will take up to three (3) applications on one particular unit at a time from parties who have physically viewed the unit applied for. Applications will be screened in direct order of submitting! ** If you are a "backup applicant" and there is at least one application ahead of you, it is your sole responsibility to contact our office at any time you feel necessary to seek update on the status of applications ahead of you. Encore does not guarantee the ability to notify you of any change.

Screening charges WILL NOT be taken when application is submitted. We conduct a "preliminary screening" of the first application on a unit and upon receiving preliminary approval, we will then make contact to obtain application screening charge(s) (per applicant), run the criminal/credit report and seek final approval from our property owner.

Remember..... when submitting your application:

- 1) You have viewed the unit you are applying for and your application is complete!
- 2) You have available, copies to provide any documentation that will assist with screening your application. Such as, identification, pay stubs, letters from previous references and/or special consideration requests.
- 3) You agree that if and when approved, you can and will pay all deposits, pay all pro-rated rent, have utilities transferred and sign a lease/rental agreement for such unit approved for within 48 hours (excluding weekends or holidays).
- 4) You have requested at the time you submit your application any and all concerns, questions, problems, special requests of any nature to the staffing associate assisting you including “reasonable accommodations” or “felony disclosures”.

Upon receiving final approval of your application, we will move to setup a move in appointment within 48 hours (excluding weekends and holidays). You will be required to submit all refundable security deposits and prorated rent and sign a rental/lease agreement within this timeframe. ** Unless otherwise requested and approved for different move in date/time submitted along with your application.

If such move in date has been previously agreed upon exceeding 48 hours of application approval, we will require a “Reservation Deposit to Hold” be paid and signed to extend your move in date. You agree to be prompt and on time for your move in appointment with all parties who will be signing the rental/lease agreement present, copies of identification present, monies owed for pro-rate rent and/or deposits in hand as well as notification of utility account numbers as requested upon approval of your application.

While you are viewing **VACANT** units.....Please be aware, cleaning has been completed and water services may be turned off. **DO NOT USE THE BATHROOMS AND WIPE YOUR FEET THOROUGHLY OR REMOVE YOUR SHOES. LOCK ALL DOORS AND WINDOWS UPON LEAVING.** We strive to offer very clean units and your help would be most appreciated.

Please take an application and read the **Application and Occupancy Process** thoroughly. This gives you all information necessary to submit a completed application that can be reviewed as quickly as possible.

Timelines..... The timeline of your application screening process is defined solely as **1) How thorough you complete the application.** Give us all the information regardless of good or bad. **BE HONEST AND THOROUGH.** The more information we have, the faster we can proceed! **2) Availability of your contact references.** If we cannot get a in touch with them, we cannot verify. Encore will not be responsible to “track down” information for you. Remember, an incomplete application may result in denial. We don’t want that! We will communicate with you as quickly as possible when we have answers. Our goal is to get you into homes....quickly!

- 1) View vacancies and decide on one but have one or two as backup
- 2) Complete and submit a thorough application. One application per person over 18 who will be living or staying in the unit more than 14 days within a calendar year! No exceptions.
- 3) Submit your application for processing (Application screening charges collected only after preliminary screening)
- 4) Discuss any problems, concerns or situations with our office at the time you are submitting your application. We cannot seek answers or approvals if we do not know your desires. **Asking questions up front will have better results!**
- 5) Be sure to ask if you feel you need a “reasonable accommodation request” or “felony disclosure” or have any questions at all.

Remember, move in dates will be expected immediately unless otherwise asked and presented to owners at the time you apply! Move in monies will be due in full at the time of move in unless otherwise asked and presented to owners at the time you apply!

Application Process for Housing Works Applicants

If you are on Housing Works and have a Gold Key, it is absolutely necessary you inform Encore Property Management immediately of your Housing Works status. You need to follow a few additional steps.

You **must** turn in an **ESTIMATE SHEET** during your viewing process. This sheet will help us determine the price range of home which shall qualify under the guidelines of Housing Works allowances.

You **will be requested to** turn in your **GOLD KEY** when your completed application has been screened thoroughly to include formal processing of criminal/credit screening. Your **GOLD KEY** must be completed and signed by you. This will be faxed to Housing Works to request an inspection of the home/unit you have identified as the home you wish to live.

Housing Works must complete a home inspection prior to approving your gold key and giving us permission to move you into our home. This is entirely separate from your application process.

We will screen your application as quickly as we can based on the criteria within the application and the steps outlined. We will contact you with any questions / approval status as quickly as we can based on the thorough qualities of your application.

Once your application is approved and the Gold Key has been submitted, we wait to hear from Housing Works as to an inspection and upon the inspection being complete, we wait to hear from your Housing Works Caseworker of their acceptance. **ONLY WHEN WE HAVE CONFIRMATION FROM YOUR CASEWORKER, CAN WE MOVE YOU IN! If you have questions during this time about when you can move in, please call your caseworker!** I can assure you the moment we have an answer, we will call you. However, if you communicate with your caseworker directly, you may have your questions answered more timely and help speed up the process of your caseworker notifying us.

Reasonable Accommodations

Reasonable accommodations can be made for a variety of needs. Such accommodations must be requested at the time you submit an application for review/screening so we may approach the property owner for approval. Please make sure you have this form complete and returned with your application and accompanying paperwork for screening. Any and all reasonable accommodations must be submitted in writing. We have appropriate forms to be completed for accommodations such as "assistance/companion animals, medical marijuana use on property, special accommodations to ensure comfort and habitability within a unit.

Please ask a representative during your viewing of our properties, for a reasonable accommodation form if you have accommodation requests or feel it is needed. Time is required to review and retrieve information. It is our deepest desire to process all applications as timely as possible.

A separate disclosure is hereby made for our manufactured home park, Aspen Court in Redmond. Aspen Court has a specific rule of their animal acceptance. There is a limit per home of one animal and a weight limit of no more than 20 lbs per animal.

A verification form or letter is highly appreciated to accompany a Reasonable Accommodation. This form/letter is requested to be submitted as an original. No copies please. This form/letter should be on letterhead or professional form of the "qualified professional" who has written and signed the form/letter. Such form/letter should be from a "qualified professional" who works or provides services within the field of need or benefit in which the reasonable accommodation is necessary. It should state the need or accommodation, how the accommodation can assist or benefit the applicant and if this submitted request is prescribed or advised. Such verification form or letter must be dated within the last 9 months. Please be advised, we will reach out to the noted professional and seek updated verification of the information submitted.

All rules and regulations for assistance/companion animals will be the same as what is ruled and regulated for any and all animals approved to be included within a rental agreement. All applicants/tenants shall be required to comply with such.

All documents must be provided and submitted in a timely manner to assure proper and timely screening/review of your application. It will be the responsibility solely of the applicant to provide to Encore Property Management, such reasonable accommodation requests, proper forms and proper supporting documents requested and listed above with regards to the Reasonable Accommodations Request. If documents are not properly submitted to Encore within 5 days of application submittal, Encore Property Management reserves the right to deny an application based on failure to submit required documentation within the proper timeframe.

Lead Base Paint Disclosures

Our vacancy listing gives a great deal of description of the properties we have for rent. In most cases, we have square footage, year built, heating provisions, etc. If you have any questions with regards to a particular unit or units, please ask. We will try to provide you with any information about the home we have available to us in order to give you the resources so you may chose a property to be your home.

Any home or building built prior to 1978 MUST have a lead base paint disclosure. If you are looking at an older unit that was built 1977 or before, PLEASE ask to see a lead base paint disclosure on this property and pick up a copy of information from the United States Environmental Protection Agency entitled "Protect Your Family From Lead In Your Home". We have those documents available here on the front counter. If you would like to know more about Lead Base Paint and it's effects, regardless of the age of the unit you are looking to rent, please ask for a copy of the "Protect Your Family" booklet. Or visit the website information listed within this booklet.

FELONIES On Your Record?

We do not automatically deny an application when one or more applicants have been convicted of a felony. If you have such a conviction, please ask the front desk for an explanation form to accompany your application(s). This information will be extremely helpful in processing your application and seeking Owner approval for your occupancy. It is your responsibility to complete the form entirely. Do not leave anything out. All documents and information are held in strict confidentiality and will not be discussed or disclosed to anyone except the owner of the property for the purpose of seeking approval of your application.

We wish to provide you the most pleasant experience in finding a new home. Please help us with completing all information thoroughly and honestly. *THANK YOU!*

***All information is given in good faith and deemed accurate to the best of our knowledge. Please understand we strive to submit information accurately, however errors may occur in printed material advertising and encourage you to ask questions.*