

# Homeowner Questions and Answers

Q – What is considered a long term rental?

A – Long Term Rentals are usually one year or longer. However, any rental that is greater than 120 days in duration falls under the Delaware Landlord Tenant Code.

Q – What is your screening process?

A – Our professional rental team does a thorough screening process. We have a very detailed rental application in which we check rental history, credit check with score, debt/income ratio, employment history, eviction history, and criminal background. We verify all information provided to us, collect the most current pay stubs, and a copy of the applicant's driver's license.

Q – How much of a security deposit can I hold?

A – Per the Delaware Landlord Tenant Code we can only collect up to one month's rent. However, if your home is furnished or your home is pet friendly, we may collect more than one month's rent. The pet and furniture deposits can only be deducted for pet and/or furniture damage only. All security deposits are held with our agency in a non-interest bearing account.

Q – What happens if there are damages to the property when the tenant moves out?

A – An inspection of the property will take place on the termination date of the tenant's lease. We will then compare the final inspection with the initial checklist showing the condition of the rental property at the start of the tenant's lease. At that point, if we have established there are damages exceeding normal wear and tear, we will deduct these expenses from the security deposit. We will establish estimates from various vendors to establish the appropriate cost. Please remember that we must adhere to the Delaware Landlord Tenant Code. A copy has been provided for you.

Q – Will you check on my property during the time it is being rented?

A – Yes, we perform inspections at the homeowner's request. We also perform an inspection if we, or you, deem it necessary due to tenant actions.

Q – When should I expect my rental income?

A – Per our company policy, rent is due on the first of the month. However, the Delaware Landlord Tenant Code allows for a 5 day grace period. Once the funds are verified, our accountant will send your rental check via direct deposit or mail. Expecting your rental income on or before the 15th of each month is a realistic date. Finally, we do offer direct deposit which is a faster way to receive your funds into a checking or savings account.

Q – What happens if I want the tenant to move out early or I do not want to renew the lease?

A – Just like the tenant, you are bound by the contract. You must adhere to the contract terms and lease dates. At the end of the term, you must supply the tenant with 60 days notice prior to the expiration date of the lease; this rule applies to the tenant as well. As your agent, we need to know at least 80 days prior to the end of the term in order to handle this process efficiently. We will handle the entire process for you.

Q – What happens if the tenant stops paying rent and/or if they leave owing back rent?

A – There are procedures that the Delaware Landlord Tenant Code has put in place to accurately and swiftly remove a tenant that is not compliant. Our rental team is well educated on these procedures to make sure legally we have done everything that the State of Delaware has required us to do.

# Homeowner Questions & Answers – Continued

Q – What if I do not want to rent my home to a family with kids?

A – We are licensed Realtors® and we cannot discriminate under any circumstances. Please refer to the Fair Housing Brochure link.

Q – What should I provide to the tenant when they move into my home?

A – A welcome letter and instruction sheet is a nice way to welcome your new tenant. This also offers a way to educate the tenant on where things are in your home and things to look out for. For example, if you know from experience that the irrigation system can cause some minor flooding if the windows are left open, this informative letter could prevent timely and costly repairs in the future.

Q – What do I need to do to get my house ready for a long term rental?

A – The home should be cleaned, light bulbs in working condition, new batteries in smoke detectors/carbon detectors. Give your rental agent a complete inventory sheet including:

- Garage door codes / remotes
- Community gate codes / remotes
- Community pool passes
- List of all utility companies used & phone #'s
- Six keys
- Utility meter numbers
- HVAC service agreement information
- Location of new HVAC air filters
- Service providers/vendors for repairs if applicable.

Q – Is there anything I need to do as far as utilities are concerned?

A – When the tenant is due to move in please call and verify that utilities have been transferred and all appropriate meter readings have been scheduled. Finally, check with your utility providers to see if they offer a “reconnect” Service. This service will automatically connect the electric into your name if the tenant should have the electric cut off prematurely. This could prove to be very helpful during those freezing months when you must have heat. It also helps when we have tenant turnovers.

Q – How do you handle invoice and service calls?

A – We strongly encourage you to obtain a service agreement for your HVAC system(s). If you do not have a service agreement, we will be more than happy to recommend a provider and schedule the service call for your home. However, if we have to make a service call, the service provider you/we choose will call you for payment information in advance. Our agency will not accept financial responsibility for service calls. All invoices are handled internally unless you specify up front that you wish to pay for all invoices. We can handle that process either way you choose.

Q – What is my responsibility when a tenant moves out and another tenant is moving in?

A – As the homeowner, you are responsible to have the carpets cleaned, a professional/sanitizing clean, and make sure the home is prepared for the next tenant. The tenant is only responsible to leave the property “broom swept” when they vacate and will be responsible for any damages that are not considered normal wear and tear.