

MEMO-Letter

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Frequently Asked Questions

Q1. How do I know which units are available?

A. The [Rental Availability List](#), also linked from the Homepage, shows what is now and soon-to-be available, updated daily.

Q2. How long before I plan to move do I begin looking?

A. We know what will be available about 4-5 weeks before you plan to move, when written move-out notices are received at mid-month and end-of-month, one calendar month in advance.

Q3. Are there “model” apartments to view?

A. Because of the variety of types and styles at our 29 locations, the actual apartment now and soon-to-be available, is viewed. There are no model apartments.

Q4. How do I view apartments I am interested in?

A. Apartments posted to the [Rental Availability List](#) with the words “Now Ready,” “Show Ready” and “Now Being Prepared” are currently vacant, and can be viewed by **approved applicants** anytime during business hours on a no-contact/self-guided tour basis with prior arrangements made with the Rental Office.

Q5. What is a “self-guided tour”?

A. Vacant units are easily viewed by **approved applicants** without a Rental Agent (self-guided) with a prior appointment by visiting the Rental Office during business hours. We provide you needed self-guided tour instructions and directions.

Q6. Do you have “new construction” properties?

A. Yes, many properties are [Newly Built Locations](#) within the last few years, as indicated on the Locations Matrix on the Homepage.

Also, many of our properties have been [Recently Updated](#), as indicated on the Locations Matrix on the Homepage.

Q7. Do you allow a dog or cat?

A. Available apartments at [Dog OK](#) or [Cat OK](#) locations are arranged by the headings on the [Rental Availability List](#), as indicated on the Locations Matrix on the Homepage.

Q8. How much does it cost to move in?

A. Payment by approved applicants prior to move-in includes the security deposit and reclean fee (due at lease signing), and first month's rent (due at key pickup) as covered under the [General Information](#) link from the Homepage under [No-contact/Self-guided Tours](#). Credit or debit cards may be used with no fee for all move-in costs.

Q9. How much is the security deposit?

A. The security deposit (refundable) covers damage to the apartment "beyond normal wear and tear," usually \$400-\$500 depending on the unit. At lease-signing, we reduce the security deposit \$200 for those who enroll in electronic rent payment/auto debit (ACH) for the lease term.

Q10. What is the "reclean fee"?

A. The reclean fee (non-refundable) covers your exit cleaning obligations. Tenants are responsible for removing all belongings and trash at move-out prior to key return and we do the rest. The reclean fee is \$100-\$250 depending on the unit.

Q11. How much does it cost to apply?

A. There is no charge to apply via the [Online Application](#) link on the Homepage. All adults who would be residing in the apartment must apply. The Credit Department reviews the application usually within a day or two.

Q12. What is the "gas bill/heat guarantee"?

*A. For those apartments where the tenant is paying for gas (which covers heating but may also cover hot water, cooking, and gas clothes dryer), we guarantee that the gas bill will not exceed a specified **average** amount the first year, or we will reimburse the difference. The **average** amount recognizes that winter months will be more, and summer months less.*

Q13. What are the requirements to rent an apartment?

A. The Credit Department is primarily looking for good credit history and employment income that supports the apartment of interest. Usually, the rent amount should not exceed 30% of monthly gross income of residents.

Q14. Can rent be paid online each month?

A. No. Almost all tenants pay rent electronically via ACH where funds are drawn directly from a checking or savings account on the first business day of each month, and there is no fee. Those who enroll in ACH at lease-signing have their security deposit reduced \$200.

Q15. Can my credit or debit card be used to pay rent?

A. Yes, but there is a 4% processing fee. Almost all tenants pay rent electronically via ACH where funds are drawn directly from a checking or savings account on the first business day of each month, and there is no fee.

Q16. Can I pay rent more than one month in advance?

A. No. Almost all tenants pay rent electronically via ACH where funds are drawn directly from a checking or savings account on the first business day of each month, and there is no fee.

Q17. What is “eclectic industrial” architecture?

A. This is featured primarily in our “new construction” properties that have polished concrete, hardwood or wood plank floors, exposed metal ducts, timber beams, steel stairs, and open web wood trusses.

Q18. What is a “loft” or “mezzanine”?

A. A loft is an overlook or mezzanine level that looks out over another room or area. It is not a separate floor level or considered a building story.

Q19. What is a “terrace”?

A. A terrace is a private outdoor area, usually on the roof, accessible from the living or loft area of an apartment. A terrace is not a balcony.

Q20. What is a “studio apartment”?

A. They are 0-bedroom units for one person solo which may be available at locations with [Studio Apartments](#).

Q21. What is a “studio loft apartment”?

A. They are 0-bedroom units with a small sleeping loft above that is not a bedroom for one person solo which may be available at locations with [Studio Apartments](#).

Q22. Is there a gym or pool at any locations? Are there any tennis courts or golf areas?

A. No. All amenities provided are within the specific living unit being rented.

Q23. Are barbeque grills allowed?

A. Yes, charcoal or electric only (subject to the local Fire Marshal and fire code ordinances). Gas grills (such as those with propane tanks) are not allowed.

Q24. May I have a satellite dish installed?

A. Yes, by a no-charge Amber Properties Company permit, but only on your private balcony, patio, or terrace if you are facing the correct direction to receive the satellite signal.

Q25. Who are the CATV/Internet providers?

A. All locations are served by Comcast/Xfinity. Some locations may also be served by AT&T/U-verse, and high-speed fiber optic service may also be available.