

## Greystar Student Living Frequently Asked Questions

### 1) What does "lease-by-the-bed" mean? What is an individual lease?

Most Greystar Student Living communities lease by the bed which means that each bedroom in an apartment has a separate lease agreement. Each resident is only responsible for the rent on his/her leased bedroom(s). All roommates are equally responsible for common area damages and/or common utilities. However, if one roommate moves out, the remaining roommates are not responsible for that resident's rent or bedroom damages.

### 2) When can I sign up for my apartment?

If there is availability at your desired community, you may sign up Right NOW! Stop by the leasing office to sign up or call your desired community to lease by mail. Apartments will be assigned on a first come first served basis.

### 3) Is there placement preference granted to any certain group of people?

Current residents have the opportunity to renew their lease for their apartment starting in November and they generally have until mid February to renew. However, anyone can sign up and be put on a waiting list at any time. Apartments are assigned on a first come first serve basis and assignments are usually made right before spring break. Please keep in mind that renewal periods vary in each market. Please contact your management office for specific dates.

### 4) What is a "Wait" lease?

A "Wait" lease is a standard lease agreement that residents sign prior to being assigned an actual bedroom. The Wait lease is a binding lease agreement requiring all of the same responsibilities and fees due under an assigned lease. Wait leases are typically signed early in the year when current residents have not yet given notice to move out for the following year and/or when residents lease without enough roommates to fill an apartment. Once the community is aware of an available apartment/bedroom for individuals on a wait lease or, once there are enough roommates to match into an apartment, individuals are assigned to their apartment/bedroom and must come to the office to initial the change in their lease. (Be sure to check with the on-site office in your market for local policies.)

### 5) What is roommate placement?

Greystar Student Living communities offer information to residents leasing individual bedrooms who do not already have roommates. Residents can view "roommate preference cards" for other residents seeking roommates. These cards include information regarding preferences in roommate gender, smoking, TV watching, noise level, study habits, etc. If residents do not wish to select their own roommates, they will be placed in apartments by Greystar management according to apartment size and roommate gender requirements only. When there is a vacant bedroom in an apartment, that room can be leased at any time at the discretion of Greystar management, however roommates placed will always meet the gender requirements of the current residents occupying the apartment.

### 6) What is a "Hassle-free Move-out Fee"? (Where applicable)

Greystar offers a Hassle-free Move-out Fee in select markets. This fee is paid up-front at the beginning of the lease term to cover basic cleaning, carpet cleaning, and painting at move-out. Residents will be able to pack up and move without the hassles of cleaning, carpet cleaning, and painting at the end of their lease term. (Be sure to check with the on-site office in your market for local policies.)

### 7) How do I pay my rent?

Rent is due on the first of each month to your community's on-site office. Parents are welcome to mail rent in to the office each month or even pay several months' rent in advance. Rent should be paid with a personal check or money order and should include resident's name and apartment number with bedroom letter. (Be sure to check with the on-site office in your market for local policies.)

### 8) What if I am using my financial aid to pay for my housing?

With the exception of move-in day, Greystar Student Living communities generally defer late fees on rental payments at the beginning of each semester for residents who are financial aid recipients. Residents must pay all fees/rent due on move-in day prior to moving in. Rent will be due on the disbursement date defined in the resident's award letter. A copy of

the award letter must be submitted to the leasing office prior to your rent due date to be eligible for this program (Be sure to check with the on-site office in your market for local policies.)

### **9) What do I pay on move-in day?**

Typically, residents pay one month's rental payment on move-in day. This rent will cover the August rent payment of the current year and the final August rent payment of the lease term. September rent will be due on September 1st. A common concern is that the resident will not be living in their apartment for 31 days in August, so why pay for a full month's rent? Greystar Student Living communities offer lease agreements based on the lease "term" of the specific community which is not an exact number of months. For a typical lease, the total rent due for the lease term is divided into 12 equal "monthly" installments for the convenience of the residents and for ease in bookkeeping.

### **10) What if I need to break my lease?**

Greystar Student Living communities do not offer any type of lease buy-out. However, at the manager's discretion, residents may assign the lease for their bedroom to a new resident. Residents are responsible for finding their own replacement, and the new resident must meet Greystar approval standards prior to the lease assignment taking place. (Be sure to check with the on-site office in your market for local policies and associated fees.)

### **11) What if I do not return to school for the spring or summer semesters? What if there is a death or illness in my family?**

Residents are responsible for their lease agreement through the ending date of the lease, regardless of their health, family, or student status. Residents who cannot fulfill their lease obligation for any reason will be responsible for assigning their lease to another individual (see previous question) or paying out the remainder of the lease term until a new resident moves into the bedroom. (Be sure to check with the on-site office in your market for local policies and associated fees.)

### **12) What furniture is provided? (Where applicable)**

Most Greystar Student Living communities are equipped with furniture. A typical Greystar Student Living furnished apartment may include a sofa, lounge chair, coffee table, end table, entertainment center, and dining table with four chairs in the common area. Bedrooms are typically furnished with a four-drawer dresser, study desk, and full-size or full-size extra-long bed. Appliances include refrigerator (with icemaker in some communities), oven/stove, dishwasher, disposal, microwave, and washer and dryer. (Be sure to check with the on-site office in your market to confirm specifics on furniture provided.)

### **13) How are utilities handled?**

Several Greystar Student Living communities provide some or all utilities for residents, so be sure to check with the on-site office in your market for local policies. Residents who experience service interruption of utilities not provided for in the lease agreement should contact the utility company directly to arrange service repairs. (Be sure to check with the on-site office in your market for local policies.) In some markets, apartment utilities will be arranged with the utility provider by each apartment. One roommate will be responsible for setting up each utility for the apartment and all roommates will need to pay their share of the utility to that roommate.

### **14) What if I need maintenance in my bedroom or the apartment?**

Residents are responsible for basic maintenance items in their apartment such as cleaning, buying and hanging a shower curtain, changing light bulbs, plunging clogged toilets, and replacing smoke detector batteries. If you live in one of our communities with high ceilings, you just need to buy the bulbs/batteries and our maintenance team will help you out with the installation. Please note that alterations to the apartment walls, furniture, electrical wiring, etc. are prohibited without prior written consent of the management office (except for small nail holes in walls).

Greystar Student Living communities provide maintenance for problems that may arise in your apartment or bedroom during our regular office hours, such as repairs to heating and air conditioning, appliance repairs, plumbing repairs (water leaks), repair of locks and latches, repair of smoke detectors and replacement of air filters. To arrange for maintenance, residents may 1) fill out a service request form in the management office, 2) e-mail the request to the apartment community, or 3) fill out a service request online. Greystar Student Living takes pride in our communities and we want our residents to be as comfortable as possible. Our goal is to respond to maintenance service requests within 24-48 hours. We also offer after-hours emergency maintenance service for water leaks and heating and air conditioning requests during

extreme temperatures - these requests should be called into the management office where they will be forwarded accordingly.

### **15) What about insurance in case of fire, theft, or natural disaster? Are my belongings covered under my lease agreement?**

Personal damages are not covered under apartment lease agreements. Apartment managers are not liable to residents or guests for personal injury or damage or loss of personal property (including vehicles) from theft, vandalism, fire, smoke, rain, flood, water leaks, hail, ice, snow, lightning, wind, explosion, or surges or interruption of utilities; except to the extent that such injury, damage, or loss is caused by management negligence.

We strongly recommend residents purchase renter's insurance to cover any losses from such causes. Renter's insurance is very inexpensive (typically less than \$20/month) and can usually be obtained from the same provider of the resident's automobile insurance. If a resident is a student, parents may be able add renter's coverage for the student to their homeowner's policy at a savings.

### **16) What kinds of rules and regulations are there? Are there restrictions on alcohol?**

The rules and regulations are similar to most apartment communities. On-site management and/or the local police department deal with any disturbances, public intoxication or other nuisances. In apartment communities that are sponsored by your college or university, they may reserve the right to discipline any student just as if they lived in the residence halls. Our community rules and guidelines are outlined in our Lease and Lease Addendum documents, which you will be required to agree to and sign. Please contact the leasing to receive additional copies of this document

### **17) Are there apartment inspections?**

There may be periodic inspections, which will be announced. The purpose for these inspections will be to determine any damages to the apartments. Often, quarterly filter changes and alarm equipment testing may be coordinated at the same time to minimize disturbance. If there are damages beyond normal wear and tear, you may be charged.

### **18) How will I receive my mail?**

Greystar Student Living communities receive US mail in a variety of ways depending on the market. Resident mail is generally processed by the US Postal Service and is delivered to a mailbox designated by the office for each apartment. Each resident in the apartment will have a key to the apartment's mailbox. When residents move out, they will need to fill out a Change of Address form with the local post office to forward their mail to their new address.

### **19) Are there RA's?**

Yes, although they are called "community assistants" (see below).

### **20) What is a Community Assistant (CA)?**

A Community Assistant is a resident at a Greystar Student Living community who acts as a liaison between the community's management office and the residents of that community. CAs plan and implement resident functions, are available to answer resident questions and gather feedback, as well as assist with the daily operations of the management office. Anyone interested in becoming a CA should contact his or her on-site management office for details.

Policies are subject to change and will vary depending on State and Local Guidelines. Please check with the Leasing offices for answers to your specific questions.