


1953 Garden Avenue
Eugene, OR 97403
P: (541) 465-3825
F: (541) 485-8177

info@mallardproperties.net
www.mallardproperties.net


Any closer, you'd be in class!

Frequently Asked Questions


Q: Do you have individual leases?

 **A:** No; it is one joint and several lease. If a roommate does not have money to pay their portion of the bill, the remaining leaseholders will have to pick up the difference. Joint lease means rent needs to be paid in one lump sum. Separate rent payments will not be accepted.


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: 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: Who is a leaseholder?


 **A:** The resident(s) whom are living in the property.

Q: What are the lease terms?


 **A:** Typically 12 months.

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Q: Do you have an application fee?

 **A:** No, we do not. It is free to apply for applicants and co-signers all day every day. However, Mallard operates on a first come first served basis. Therefore, the group that has turned in all completed paperwork first will be reviewed first.

Q: Is it binding to fill out an application/co-signer form?

 **A:** No, there is no obligation until the deposit has been paid and an agreement has been signed.


Q: Do you have an on-site manager?

 **A:** No.


Q: Do you accept pets?

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


Q: What forms of payment are acceptable?

 **A:** In our office we accept, personal checks from leaseholders, cashier's checks, money orders. Residents have online payment options available. E-check is FREE or for a small fee you can use a debit/credit card.


Q: Do I need a Co-Signer?

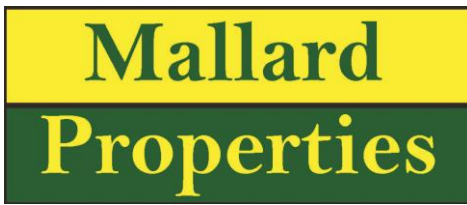
 **A:** If you are a full-time student, you will need a co-signer. All applicants will need to provide us with at least two years previous verifiable rental history. This includes dorms, fraternity and sororities. To apply without a co-signer, provide **proof of income** of at least 3 times their monthly rent portion.

Q: What is an acceptable proof of income?

 **A:** Bank statements (last 3 consecutive months of pay stubs), alimony/child support, trust accounts, social security, unemployment, welfare, grant/loans and section 8 vouchers.

Q: Do you allow smoking?

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




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Q: My Parent/Co-Signer is not from Eugene, can they still co-sign for me?

 **A:** As long as they are in the United States and willing to financially support you, they can apply. Co-Signer forms can be downloaded from our website.
<https://www.mallardproperties.net/co-signer/>


Q: My application has been approved, what's next?

 **A:** Within one business day of approval, your group will need to put down your deposit monies to reserve the property for a later move in. Amount determined upon each applicants approval. Be sure and discuss this with your group so you are all prepared. If you do not meet the deadline, your spot will be forfeited to the next set of applicants.


Q: When do I sign a lease, and what would be due at this time?

 **A:** You will receive your lease start date and how much rent monies will be due to get your keys at your deposit to hold signing. Your lease documents can be signed on the day your lease begins. However, we offer a mock lease signing option to sign your agreement early in May. You may also need to be prepared with utility companies' confirmation and/or account information. If you are missing any of these items, you will not get keys.

Q: What phone numbers should I know of before my move in?


 **A:** Mallard Properties office #541-465-3825
Eugene Water & Electric Board #541-685-7000
Northwest Natural Gas #1 (800) 422-4012
Comcast/Xfinity #1 (800) 934-6489
CenturyLink #541-345-3800
Non-Emergency Police Line #541-682-5111
Royal Refuse #541-688-5622

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.
<https://www.mallardproperties.net/tenant/tenant-portal/>

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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 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 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: 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 and charges assessed for any damages that may have occurred during your tenancy. Residents will be given a cleaning list of items that they can do to offset house keeping costs. The carpets will need to be *professionally* cleaned. The blinds will need to be *professionally ultrasonically* 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 approved vendors is included in the move out packet.

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: How do I reserve a property?


 **A:** Applicants must be approved. Once approved, you have one business day to pay the applicable deposit and sign the deposit to hold agreement. It's now reserved.

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Q: Can move in dates be changed?

 **A:** No, move in dates are set based on our turn schedule.

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.


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: How much is the deposit?

 **A:** The deposit varies between \$600.00 - \$900.00 per person depending on if the applicant has met all screening criteria.


Q: What utilities are included in the rent?

 **A:** The utilities included depends on the property, however, all of our Apartment Communities provide garbage services.

Q: How much do utilities cost on average?

 **A:** The cost of EWEB services varies by the person. It seems on average residents in the past have paid anywhere between \$55.00 - \$85.00 per person. It would be best to contact Eugene Water & Electric Board (EWEB) for a more accurate estimate.

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 \$75 - \$150 / month. Or, you may also inquire about street parking availability & pricing through the city of Eugene