**Client What to Expect Frequently Asked Questions**

**Instructions:** Property Management will use the Onboarding Packet to fill out the [yellow highlight] items below. Property Management may add or delete questions, this is intended to be a starting point with some examples to help make sure the client isn’t surprised when they show up to move into the unit.

**Audience:** Client with support from the Case Manager

**Timing:** Property Management or the Case Manager will give this to the client as soon as possible after they are approved for the unit.

Delete the information above before finalizing – leave the title

1. **Who do I contact if I have questions?**

[add contact information for the property management company]

1. **Are pets allowed?**

[Y/N add the pet policy here]

1. **How should I pay my rent?**

[Y/N add how rent will be collected. Example: Direct deposit, Money Order, Check, etc.]

1. **What application fees are required?**

[Add the application fee required, when it will be required, what method is required for payment]

1. **What security deposit is required?**

[Add the security deposit required, when it will be required, what method is required for payment]

1. **What utilities do I pay and what is included in my rent?**

[add the utilities policy for the property]

1. **How do I set up my internet and cable?**

[Add what the client will pay for, list the client’s options for service internet and cable providers, and who they can ask if they need help setting them up]

1. **What do I need to bring with me when I move in?**

Bring a photo ID and any other document requested by the Property Management Company. [Reference the “House Rules” here. Explain what the client can bring or not bring to the unit]

1. **Will I have a parking space?**

[Add property parking requirements]

1. **Is there public transportation, shopping, and amenities nearby?**

[Add the public transportation, a summary of what shopping is nearby, whether there are restaurants and grocers nearby, etc.]

1. **What are the community and apartment rules?**

[Reference the “House Rules” here. Explain what the client can bring or not bring to the unit.]

1. **How is income determined?**

Annual income is determined by calculating the total income from all sources received by all household members.

1. **May I have guests? Can I sublet my unit?**

[add guest and subletting policy]

1. **What will be provided in my apartment?**

[add apartment info and what will be furnished in the unit]. Example: Your new home will have all the amenities of a residential unit built to code. It will include a bathroom, kitchen, and bedroom(s), unless it is a studio.