



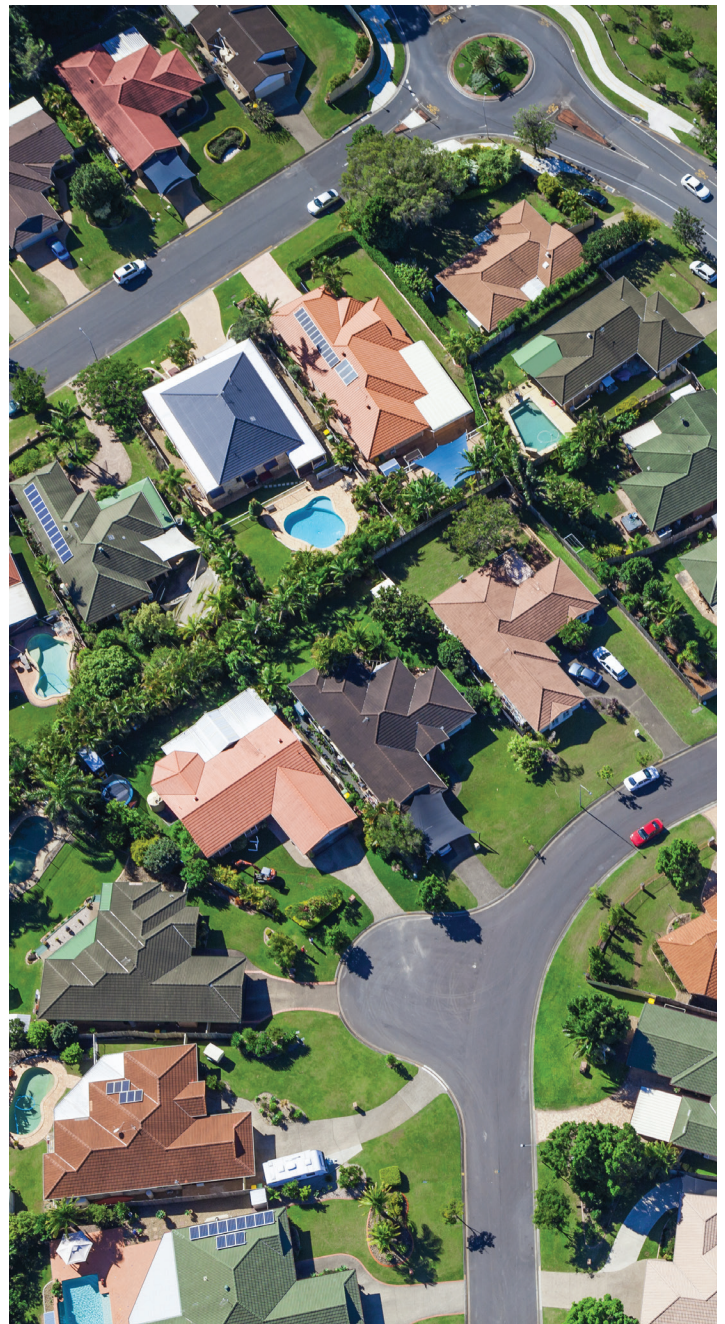
**Progress**<sup>®</sup>  
Residential

**FUTURE  
RESIDENT  
GUIDE**



# WELCOME HOME!

*you're gonna love it here*



At Progress Residential®, we know that finding the perfect home can be tough.

We offer a broad selection of homes in the most desirable cities across the United States, so you can get the space you need and the privacy you desire all within a community that you'll be proud to call home.

And if you have any questions along the way, our experienced and knowledgeable team is devoted to providing excellent service.

# WHY PROGRESS RESIDENTIAL<sup>®</sup>?

*find your perfect home*

## EXPERT GUIDANCE.

We want to help you find that open concept floor plan or the spacious backyard you've always wanted. That's why we provide experts to help you choose the right house in the right neighborhood, where you feel like you truly belong.

## ONLINE SERVICE

While we can't pay your rent for you, we do provide convenient payment options like an online payment system, Auto Pay and Text-to-Pay. Our Resident Service Portal also allows you to schedule service requests and

check the status at the click of a button. Can't take time off? We can perform maintenance requests when you're away – simply leave the keys in the lockbox located on the side of your home.

## BUILD OR REPAIR YOUR CREDIT

We're working with Experian<sup>®</sup> to report positive rental data. In doing so, residents will be able to build a stronger credit score just by paying on time.





# RENTAL QUALIFICATION CRITERIA

*a handy checklist*



## AGE

Applicants must be 18 years of age or older, unless deemed to be an adult under applicable law with respect to the execution of contracts. (Each person who is 18 or older will need to submit a separate Lease Application and Lease Application Fee).



## APPLICANT SCREENING

A background screening will be completed on all applicants to verify credit worthiness. Progress Residential® uses CoreLogic Rental Property Solutions to establish a rental score for each applicant. The rental score is

BEDROOMS	MAX OCCUPANCY*
2	5
3	7
4	9
5	11
6	13

*\*Occupancy standards based on two persons per bedroom.*

determined from an analysis of information found in each applicant's consumer credit report, application and previous rental history. The consumer credit report may include payment history, bankruptcies, number and type of accounts, collection activity, outstanding debt and credit inquiries.

In addition, the rental scoring process includes income-to-rent ratio, eviction records, and subprime credit records. Income and prior rental history will be verified as well.

## IDENTIFICATION

All applicants must present valid photo identification. Identification issued by any state or federal authority of the United States



includes but is not limited to: (i) a state-issued driver's license, (ii) state-issued identification card, (iii) U.S. passport or passport card, (iv) U.S. CIS Form I-551 permanent resident card, or (v) U.S. Military ID Card.

Non-US citizens and other lawful aliens may provide a valid *foreign* passport as acceptable identification.

Applicants will be required to provide a Social Security Number (SSN) or Taxpayer Identification Number (TIN) at the time of application.

Any applicants unable to provide a SSN/TIN will be considered as long as:

- All other requirements of the applicant identity policy have been met;
- Co-applicant has provided a valid SSN/TIN; AND
- Co-applicant with a valid SSN/TIN provides proof of co-applicant's income/assets that is sufficient for rental qualification.



“

*Progress Residential has been a complete joy to work with! From the initial call to final inspection and beyond they have simply been amazing. Quick to answer questions, return calls and always professional and clear. They did everything they said they would do, which is sometimes rare with "landlords".*

**- JULIE CRUM**

## CRIMINAL HISTORY

A criminal background check will be completed for each applicant. The Lease Application will be denied for criminal activity of any applicant

that has resulted in a conviction within the time period prior to the Lease Application date, as follows:

OFFENSE	FELONY	MISDEMEANOR
Crimes against children		
Sex-related offenses		
Homicide	Declined regardless of time	
Kidnapping		
Drug sale, manufacture, distribution		
Other crimes against persons, property, or animals	10 years	3 years
Financial crimes (e.g., bad check, identity theft, fraud)	10 years	3 years
Other drug, prostitution, and/or weapons-related offenses	10 years	3 years
Traffic, alcohol-related, all other offenses	10 years	0 years

*These criteria do not constitute a guarantee or representation that residents or occupants currently residing in one of our homes have not been convicted of, or subject to, deferred adjudication for a felony, certain misdemeanors, or sex offenses requiring registration under applicable law. Residents or occupants may have resided in one of our homes prior to implementation of this policy, and our ability to verify this information is limited to the information made available to us by the applicant(s) and credit reporting services. Residents or occupants who are convicted of any of the foregoing after this Lease Application, may be subject to forfeiture of Lease Application Fees or eviction, if conviction occurs after Move-in.*

## GUARANTORS/COSIGNERS

A guarantor is required for applicants who do not meet the credit requirements noted above. The guarantor is subject to the same guidelines as applicants. The guarantor must complete a separate Lease Application and pay a Lease Application Fee. The guarantor will be required to sign the Lease Agreement and/or an addendum thereto.

If your guarantor resides in AZ, LV or TX and is married, his/her spouse will also be required to sign the guaranty but will not be subject to the Lease Application or Lease Application Fee. A guarantor will not overcome criminal, civil court or rental judgement.

## MULTIPLE APPLICANTS

Each person over the age of eighteen (18) is required to submit a separate Lease Application and Application Fee. When there is more than one applicant and/or guarantor in the "applicant group" for a home, the group will receive a single rental score based on the group's combined credit and rental history.

An applicant who is denied due to criminal history will cause the entire applicant group to be denied.

## SECURITY DEPOSIT

Your security deposit will vary based on the monthly rent of the home you choose and



other variables including, but not limited to, credit history and the quality of supporting identification and income documentation. Ask a Progress Residential® representative for more information.

## PETS

Acceptable pets include: dogs, cats, small caged animals, caged birds, and fish. Livestock, farm animals (including potbellied pigs), and poisonous, dangerous, or exotic animals (such as snakes or spiders) are prohibited.

For each cat and/or dog, a non-refundable pet fee in the amount of \$300 per pet will be charged prior to move-in. There is additional pet rent of \$35 per month, per pet. Verified service or assistance animals are allowed and will not be subject to pet fees, or pet rent.



## RENTER'S INSURANCE

You are strongly encouraged to carry renter's personal property insurance coverage and a minimum of \$100,000.00 of liability insurance coverage. Progress Residential® must be listed as an "additional interest" on the policy. Residents who choose to not carry this insurance will be charged a monthly \$9.95 Exemption Fee. Proof of coverage may be sent to [Progress@EffectiveCoverage.com](mailto:Progress@EffectiveCoverage.com)

## VEHICLES

Depending on whether the home is in a homeowner's association, there may be restrictions on trailers, boats, campers, RV's, buses, work trucks, and other types of vehicles. Check with your leasing specialist or [CustomerCare@RentProgress.com](mailto:CustomerCare@RentProgress.com) for assistance.



## "COMING SOON" HOMES

Certain homes on our website will be identified as "Coming Soon". These homes are currently occupied, but will typically be ready within 30 days, and you may apply online for these homes. Please call one of our leasing specialists for additional information. Our Leasing Policy applies to Coming Soon homes, and you should submit the Holding Fee, Lease Application(s) and Lease

Application Fee(s) as set forth here, except that:

- Once the existing resident has moved out of the home and the home is clean and ready to go, we will notify you by email, telephone or voicemail.
- We will let you know the day before the home is ready so that you may take a tour, if you choose. You will have twenty-four (24) hours from the time of our notification to you (the "Viewing Period") to visit the home and make a final decision to lease.
- If, up until expiration of the Viewing Period,

you decide not to lease the home, the Holding Fee will be refunded within 30 days, depending on method of payment and financial institution.

- Once the Viewing Period has expired, if you have not notified us that you wish to cancel your Lease Application, the Holding Fee will be NON-REFUNDABLE.

## POOLS

For any home that has a pool, spa or other water feature, a \$100 monthly Pool Maintenance Fee will be applicable. The maintenance will be provided by a service provider retained by Progress Residential®, and is limited to a once per week service to ensure the filtration system and chemical balance is at proper levels. The service provider will also provide a general cleaning service of the pool on their visit. You will be asked to maintain the pool in between service dates by skimming the surface and pool floor as well as regularly emptying skimmer baskets and removing any flotation devices or pool toys after utilizing the pool. Please see your Move-In Cost Sheet for more information.



## UTILITIES

When you move in, utilities will already be on and in the name of Progress Residential®. You will be required to move electricity (and any bundled utilities) to your name after you move in. For other utilities, such as unbundled water, sewer, trash and gas, you will automatically be

enrolled in our utilities payment plan, provided through Conservice.

For those utilities, monthly bills will be received from Conservice and paid through the landlord. You will be charged a monthly service fee of \$7.99 and a one-time account enrollment fee of \$25.00.

**(Attention North Carolina Residents: you will be required to move *all* utilities to your name and you will not be enrolled in the Conservice program.)**

## HOMEOWNERS ASSOCIATION

Many of our homes are located within homeowner, neighborhood, or condominium associations ("HOA"). This means that in many cases the home will come with amenities, but will be subject to the rules and restrictions of that HOA. In some cases, the HOA has its own resident and lease approval process, which will occur in addition to the Progress Residential® review and approval process. In these cases, Progress Residential® approval of your Lease Application will be subject to the HOA's approval. This may take up to 30 additional days to process, depending on the HOA, so please plan accordingly and contact us for more information. To help the process along, you agree that Progress Residential® and Progress Residential® Agents may provide your Lease Application, and you will provide any additional information, as required by the HOA in its approval process.

## OFAC

An OFAC (Office of Foreign Assets Control) search report will be completed for each application. Any applicant that appears on an OFAC list is subject to automatic denial.



# READY TO APPLY?

let's get started!



Begin at [RentProgress.com](https://rentprogress.com) and gather the following documents:

- Complete and submit your application online
- Pay the \$50 application fee (per applicant)
- Refer to deposit & holding fee requirements as they vary per location
- Provide supporting documents

***Please note that the holding fee is non-refundable unless your application is declined.\****

*\*Not applicable for 'Coming Soon' homes. See page 8 for details.*

*\*This is an estimate only. Some markets have longer processing times for background checks, which could delay your application decision beyond 48 hours. Please contact your leasing specialist for additional details.*

Once approved - be prepared to:

- Verify the security deposit amount with your Leasing Specialist
- Provide your security deposit and move-in funds
- You will be notified of your status within 48 hours\* of Progress Residential® receiving a full application packet.

*NOTE: We need your full Application Packet at least five days before your Move-in date.*

# READY TO MOVE IN?

*start collecting empty boxes*



- When your Lease Application is approved, we will contact you to confirm your move-in date and time. Please note that we can only hold homes 15 days from application receipt.
- After we confirm your move-in date/time, we'll send your move-in cost sheet for review.
- All move-in funds (security deposit, rent, fees, etc.) must be paid using our online portal, or in certified funds in the local property management office at least three (3) days prior to your move-in date.

## LEASE AGREEMENT

We will send your Lease Agreement to you via email for your electronic signature after we have confirmed your move-in date. Please

make sure you sign your Lease Agreement within 24 hours to ensure the email and your Lease Agreement don't expire and your move-in date isn't delayed.

## MOVE-IN ORIENTATION & ACCOUNT SET-UP

- We will meet you at your new home on your move-in date, so that we can walk through your home with you to make sure you're familiar with all of its features and functions.
- While we're there, we'll also assist you with setting up your Resident Services Account so that you can pay your rent and submit service requests online.



## LEASE APPLICATION DOES NOT CREATE A LEASE

The Lease Application, even if approved, shall under no circumstances be considered a Lease Agreement or an offer to lease. No lease shall exist unless and until the parties enter into a formal Lease Agreement and applicant pays all required fees, deposits, and advance rent.

## USE OF INFORMATION

The information in the Lease Application, or obtained as a result of the authorization given herein by the applicant, will not be sold or distributed to others. However, such information may be used to decide whether to lease to the applicant and for all other purposes relative to any future Lease Agreement between the parties, including the enforcement thereof.

## FALSIFICATION OF A LEASE APPLICATION

Any falsification in any applicant's paperwork will result in the automatic denial of the Lease Application, the applicant will not be given the option of reapplying, and the applicant group forfeits ALL deposits and fees paid.

# ? DID YOU KNOW

*Progress Residential® has homes in 15 different major metropolitan areas across the United States. We believe we have homes for rent to match any lifestyle.*



## COMMITMENT TO EQUAL HOUSING

*Progress Residential® and Progress Residential® Agents are committed to providing equal housing opportunities to all rental applicants regardless of race, color, religion, national origin, sex, handicap, familial status, or other protected status.*



# MOVE-IN COST SHEET

*time to break it down*

Residents: \_\_\_\_\_

(18 years of age & older)

Other Occupants

or Minors: \_\_\_\_\_

Property Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Resident Emails: \_\_\_\_\_

Resident Code: \_\_\_\_\_

## MOVE-IN CHARGES

First Month Rent

First Month Pet Rent

First Month Pool Fee

Pro-Rated Rent

Pro-Rated Pet Rent

Pro-Rated Pool Fee

Utilities/Conservice

Lease Admin Fee

Application Fee

Security Deposit

Pet Fee

Total Tax

Total Charges

## MOVE-IN CREDITS

Concession

Holding Fee Paid

Security Deposit Paid

Application Fee Paid

Pet Fee Paid

Tax Paid

Total Credits

## MONTHLY CHARGES

Monthly Rent

Monthly Pool Fee

Monthly Pet Rent

Monthly Rent Tax

Monthly Utilities

Total Rent

Lease Term

Lease Dates

## PAYMENTS

Certified Funds #1\*

Certified Funds #2\*

Total Due

SEPARATE CASHIER'S CHECKS/MONEY ORDERS MUST BE USED AS INDICATED ABOVE

Total Concession

\*Note: Personal checks will not be accepted.

\*\*Note: All prices may be subject to change without prior notice.

Thank you for leasing at Progress Residential®. As described in your lease, residents are required to maintain personal liability insurance with a minimum limit of \$100,000. If sufficient proof of insurance is not uploaded to EffectiveCoverage.com/Proof within 7 days of move-in, you will be charged a \$9.95 exemption fee. Please see the Renters Insurance documents for additional information.