

FAQ's for Tenants

Frequently Asked Questions & Answers to help ensure your tenancy is a positive experience!

FAQ's before you move in

1. **What is a contingency on my application?**
2. **Can I make my security deposit & future rent payments online?**
3. **My lease doesn't start on the 1st of the month & my rent is prorated, why do I have to pay the Security Deposit & first month's rent before the prorated amount?**
4. **How & when do I get access to my keys before my lease starts?**
5. **What time can I move in?**

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FAQ's upon move in

11. **After I move in, who is my main point of contact for questions, or how do I get permission from owner, for example, to add a pet?**
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Frequently Asked Questions by Tenants

Frequently Asked Questions & Answers to help ensure your tenancy is a positive experience!

FAQ's before you move in

1. What is a contingency on my application?

A: If you as the tenant wish to have specific repairs done to the home to proceed with signing a lease to rent the property, you must list these contingencies as part of your application process. Please note: Painting and re-carpeting are not an automatic repair between tenancies, these must be listed with your application as a contingency if you would like something completed prior to your move in. The landlord will guarantee fixtures, appliances, heating, plumbing, and electrical systems to be in normal working order, per the lease. **All contingencies need to be submitted with the application prior to presenting, as they will be presented to the owner alongside the application. All properties convey "AS-IS" unless contingencies have been requested and approved as part of the lease.**

2. Can I make my security deposit & future rent payments online?

A: Yes, this is the preferred method of payment, and can be paid through your tenant portal. In addition to paying online, a tenant can also pay in certified funds, cashier's check, or money order made out to Chambers Theory, LLC.

3. My lease doesn't start on the 1st of the month & my rent is prorated, why do I have to pay the Security Deposit & first month's rent before the prorated amount?

A: It is a company standard that we collect the Security deposit and the FULL first month's rent prior to your move in date. The prorated amount will be applied on the next billing cycle.

4. How & when do I get access to my keys before my lease starts?

A: You will be emailed the day before your lease start date/commencement date with the combo code to access the keys inside the box at the property. This will be sent by the Inspection team. Please note, we will not be able to provide you this code if your first month's rent has not been received and cleared.

5. What time can I move in?

A: Your lease does not begin until noon on commencement date, please be sure to schedule a walk through with our inspections team, Inspections@ChambersTheory.com. Tenants will be provided with 2 sets of keys. If more are needed, it is the tenants' responsibility to make copies. Chambers Theory charges a \$100 Weekend and Evenings Move In Fee. If you have requested a weekend move in and wish to adjust the date, please let us know immediately so your application can be updated. Normal inspections hours are Monday – Friday from 10am-4pm.



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FAQ's upon move in

11. After I move in, who is my main point of contact for questions, or how do I get permission from owner, for example, to add a pet?

A: The fastest way is to fill out this form which will send the pertinent details to our Client Care rep, who can then assist you: [Link to Form](#)

12. Where is my parking space &/or mailbox number?

A: Please refer to your 'Before you move in' email sent by your Client Care rep, where this information is located. If you can't find this email, please reach out to the Client Care team, CC@ChambersTheory.com, who will help assist you in identifying these for you!

13. Is there an HOA [Homeowners Association]?

A: Please refer to your 'Before you move in' email sent by your Client Care rep, where this information is located. If you can't find this email, please reach out to the Client Care team, CC@ChambersTheory.com, who will help assist you in identifying these for you!

14. What is the trash service & which internet/cable services this house?

A: Please refer to your 'Before you move in' email sent by our Client Care rep, where this information is located. If you can't find this email, please reach out to TenantCoordinator@ChambersTheory.com, who will help assist you in identifying these for you!

15. Am I responsible for lawncare?

A: Unless you live in a condo/multi-family residence, or otherwise stated in a separate addendum to the lease, lawncare is the responsibility of the tenant. Please refer to your lease, clause 15 'Tenant Obligations' for tenant obligations throughout the lease term.

16. Why is the property not freshly painted?

A: During the application process, tenants are given the option to add contingencies for painting and any other repairs, to be addressed prior to their move in. If these contingencies are not specified, the home will not be freshly painted upon the start of your lease as we do not require our properties to be painted between each tenancy.

17. When will the combo box be removed from my property?

A: Once you have moved into the home, the key that was in your combo box on the front door is required to be placed back into the combo and a Chambers Theory representative will remove it within 10 days of your move in date.



FAQ's during lease term

18. How do I submit a repair request/work order?

A: To receive the fastest service regarding a repair request, please log into your tenant portal and submit a work order, this is the most efficient way to have a timely response to your repair request. You can also email Repairs@ChambersTheory.com or call our office.

19. I have an emergency repair, what do I do?

A: Monday through Friday between 9:00-5:00 call our main office at (703) 609-3626. If your emergency takes place outside of business hours or on a weekend or holiday, please call our main office line and you will be redirected to an emergency answering service for assistance. An emergency is typically anything that will jeopardize the structure of the property or there is danger to the occupant. Such circumstances include active water leak or flooding, not controlled by shutting off the supply valves, loss of heat when temperatures are below 50 degrees, loss of cool air when temperatures are above 90 degrees, damage to structure caused by a fallen tree. If there is a fire call 9-1-1 immediately. If you smell gas, call the gas company immediately.

20. Will a Chambers Theory representative be here when a contractor is here to fix something at the home?

A: No, we use only licensed, insured, and bonded contractors at our properties who work regularly with our team, know our high expectations for service and quality. The contractor will coordinate a day/time with you, the tenant, to visit the property and if you can't be present, we can place a combo box on the door for you to place a key inside for them to use to access the home for the repair[s].

21. What items in the home are considered cosmetic or "as is" per the lease?

A: Cosmetic repairs are items that do not affect the function or habitability of the home. These include items such as paint, carpets, blinds, ceiling fans, fireplaces and ice-makers. The landlord will guarantee fixtures, appliances, heating, plumbing, and electrical systems to be in normal working order.

22. What if there are damages to the home that were present when I moved in? I don't want to be held liable for those at move out.

A: Tenants are asked to provide to Chambers Theory within 10-days of their move in, any noted damage, not reflected on their move in report, so that they will not be held responsible for said item at the end of their lease as a security deposit charge.

23. What are my tenant responsibilities?

A: Please refer to your lease, clause 15 'Tenant Obligations' and clause 18 'Move out Inspection,' for tenant obligations throughout the lease term.



FAQ's during lease term

24. How do I prepare the house for winter?

A: Typically, we recommend by the middle of October you should turn the heat on to test it and ensure its functioning properly. Additionally, at this time you should also shut off the exterior hose bibs, disconnecting any hoses and leaving the hose bibs open to prevent freezing pipes in the winter, which is a tenant responsibility per your lease.

25. With the Residents Benefit Package [RBP] when will I start seeing credit reporting?

A: Each month a tenant will receive a notification when their rent payment is verified by the landlord. This notification comes through the Piñata app [which tenants will need to download] and will happen after we perform our monthly rent roll upload. This is not immediately upon a tenant submitting payment. That timing is a little ahead of the report submitted to the bureaus, so it's a domino effect - the tenant pays their rent --> rent payment is verified in Piñata each month --> Piñata reports that on-time payment to the credit bureaus --> changes to report happen 30-90 days post reporting.

While Piñata is not yet able to show on the app when the bureaus have posted a payment that was reported [from the rent rolls they receive], they can guarantee that all verified rent payments are submitted to the credit bureaus in the monthly reporting process. In addition to that, it takes [on average] anywhere from 30-90 days to see any positive changes on the tenant's credit report. This timeline is heavily dependent on the renter's existing credit status. As most know a negative report will have an impact on your credit report far sooner than a positive one.

26. Where can I smoke/vape?

A: Nowhere in the home. All of our properties are non-smoking/non-vaping residence, which is specified in your lease. You have the right to smoke/vape outside the property unless you are in a condo where there are bylaws stating you can only smoke in designated areas at the condominium and not allowed on balconies.

27. How can I terminate my lease early?

A: Please refer to your lease which states if you are transferred 50 miles or more [radius] from the location of the property by the employer on your rental application or are prematurely or involuntarily discharged or relieved from active duty with the Armed Forces of the United States, you will have the right to terminate the lease, provided written notice. If you do not fall under these circumstances, you will need to contact the leasing department, Leasing@ChambersTheory.com, to discuss your options regarding the remainder of your tenancy.



FAQ's upon move out

28. Am I required to professionally clean the home before I move out?

A: Once the home is empty and prior to your lease termination date, tenants are required to hire a professional cleaner and provide Chambers Theory a copy of the paid invoices for the following:

1. Home Cleaning
2. Carpet Cleaning
3. Carpet Deflea/Detick treatment if a pet[s] was listed on the lease
4. Fireplace cleaning [if applicable]

Please refer to your lease, clause 9 'Security Deposit' and clause 18 'Move out Inspection,' for additional tenant obligations.

29. How can I get my security deposit back?

A: Please refer to your lease, clause 9 'Security Deposit' and clause 18 'Move out Inspection,' for tenant obligations. Chambers Theory will have 45 days after your lease termination date to return your deposit. All final utility bills must be paid, and you must provide a proof of the water bill being paid through the last day of your lease, along with proof of a professional home and carpet cleaning + fireplace [when applicable].

30. Where is your office located?

A: Our main office is in Herndon at 754 Elden St #301, Herndon, VA 20170.

