



Auden Upstate

FREQUENTLY ASKED QUESTIONS

General

What Type of Apartments Are Available?

Auden Upstate offers 2, 4- and 5-bedroom floor plans.

Is There an Application and Administration Fee?

Yes, we require a non-refundable \$50 application fee which covers the background screening and credit check on the applicant and the guarantor. Additionally, there is a \$100 administration fee to process the application, reserve the apartment, and prepare the lease package.

How Much Time Does It Take to Process the Application?

Applications can be processed and approved within a few hours, provided that the online application form is fully completed.

What Are the Requirements to Qualify for The Apartment?

During the application process, we will look at several things to make sure you qualify. The most important requirements are:

1. No criminal history
2. Positive rental history
3. Guarantor with verifiable income (can be added on after the application and signing the lease, but needs to be provided prior to the move-in date)

What Paperwork Is Required?

Please refer to our document checklist. However, you do not need to have all (or any) of the documents in order to fill out the application. You'll be able to upload them at any time after submitting your application and even after signing your lease agreement. To benefit from any specials, we recommend that you complete your online application and sign the lease as soon as you know you want to call Auden Upstate your new home.

Do I Have to Pay A Move-In Fee When I Sign My Lease?

No, you don't have to pay any fees when you sign your lease, except for the application and administration fees.

How Far Away Are You from College Campuses?

We are directly across the street from the USC Upstate campus and less than 10 minutes away from all the other colleges. Our community is located just 2.5 miles from Sherman College of Chiropractic, and 3.4 miles from Spartanburg Community College. We are very convenient to Edward Via College of Osteopathic Medicine (VCOM) at 4.6 miles and only 4.7 miles from Wofford College. Converse College and Spartanburg Methodist College are also just 4.9 miles away.

Are Pets Allowed?

Yes, we are a pet friendly community! We allow non-aggressive pet breeds with a maximum weight of 40lbs. The refundable pet deposit is \$350 plus a \$35 monthly pet rent.

Is Smoking Permitted in The Building?

Auden Upstate is a smoke-free community. Smoking is prohibited everywhere on the premises, including outdoor areas.

What Are the Security Features on The Property?

Our priority is to provide residents with a safe and secure home.

We take proactive measures, such as high-resolution surveillance cameras in all public areas, controlled electronic entry and limited access to the community, as well as courtesy patrols at select times. Management staff are also on-site 24/7 and can be reached by a 24-hour phone number. However, it is

the resident's responsibility to secure their own safety and to lock up all personal belongings.

Why Do You Have Community Assistants?

Our Community Assistants help us ensure that all residents have the best possible experience at our Auden community. Community ambassadors and advisors are primarily involved in our marketing campaigns and residence life programs.

Apartment

How Much Is Rent?

Rent rates are per bedroom and vary depending on the size of the unit and floor plan preference. For current specials, please contact our leasing office to get more information.

What Is Included in The Rental Price?

You are paying a flat rate that includes all the community features (24hr fitness center, clubhouse, private study lounge etc.). Cable, high-speed internet, water, electricity allowance, pest control, trash, and emergency maintenance are included in the rental price.

What Utilities Are Included?

ALL of the utilities are included in your rent, with the exception of electricity which is capped at \$25 allowance per bedroom plus \$5/monthly service fee. The electricity overage will be split equally by the number of occupied bedrooms. For example, in a four-bedroom, the electricity allowance for the whole apartment is \$100 (4 x \$25/bedroom). If the utility bill is \$108, the electricity overage is \$8 and will be split evenly between everyone in the unit, meaning each occupant will be charged \$2.

Are the Apartments Furnished?

Yes. All of our brand-new luxury apartments come fully furnished and have hardwood-style flooring in the common area and carpet in the bedrooms. The living/common area will include a sofa, loveseat, coffee table, end table, dining table, and chairs. You will have a private bathroom and walk-in closet in your bedroom. The bedroom furniture includes a full-sized bed with mattress, dresser, nightstand, desk, and desk chair. All appliances will be provided as well, including washer and dryer. Your new kitchen will have granite countertops and stainless-steel appliances, including a refrigerator with an icemaker, stove/oven, microwave, and dishwasher.

What Happens When There's A Maintenance Problem in The Apartment?

Our on-site maintenance team is dedicated to resolving maintenance issues as quickly as possible. You can request

maintenance by using our online Resident Portal or you can call the leasing office. Additionally, we provide 24-hour emergency maintenance.

Amenities

What Are the Hours of The Club House?

Our Club House is open 24 hours a day, 7 days a week. Residents will have 24 hours access to the fitness center, yoga studio, game room, private study and business lounge using their key fob.

Do I Have to Pay for Parking?

No. Parking is first come, first served and it is totally FREE. All residents receive a parking decal upon move-in. Residents may purchase premium parking for an additional \$30 per month. Please ask the leasing team about availability. There is visitor parking for residents' guests; however, there are limited spaces. Visitors must register for temporary parking passes to prevent towing.

Can I have Guests?

Of course! Guests are welcome but subject to the consent of your roommate(s) and security considerations. Overnight guests are welcome with limits on the number of days and guests. Keep in mind that your guests are not allowed to spend more than three consecutive nights or more than six nights in one month.

Lease Term & Rental Installments

What Should I Know Before I Sign the Lease for My New Apartment?

A lease is a basic agreement between you and the owner of the Auden Upstate community. The lease is legally binding and enforceable through the legal system. If you choose to move out before the end of the lease terms, you could still be responsible to pay the remainder of the lease agreement.

How Long Is the Lease?

Currently, we are only offering 12-month lease agreements. The standard term is August 14, 2020 to July 31, 2021 with payments made in 12 equal installments.

Can I Terminate My Lease Earlier?

No, the minimum lease term is 12 months and we do not allow early lease termination. However, we offer the option to re-assign the lease if you need to leave Auden Upstate earlier than your lease end date. There is a \$250 reassignment fee plus 85% of one month's rent as a re-leasing fee. Additionally, you will be responsible for finding a sublet. The new resident must apply, be approved by management, sign all lease documents, and pay all fees to successfully take over your lease. Please contact the leasing office for more details.

What Is an Individual Lease?

An individual lease provides each resident with their own separate lease agreement for their specific bedroom. That means you are only responsible for paying your portion of rent. If your roommate is late, transfers to a different unit or moves out, you don't have to worry about a thing, because you are not financially responsible for them. Your rent will not go up and you will not be held liable for any delinquent amounts owed by your roommate(s).

What Is an Installment?

The lease agreement reflects the total rent amount for the contracted period which is typically divided into 12 equal installments due August 1st - July 31st. These installments DO NOT represent a monthly rent amount and are not prorated.

Do I Have to Pay A Deposit?

The amount of the security deposit that will be required by the move-in date is equivalent to one month's rent. However, if your guarantor does not meet our requirements and you don't want to use our third-party guarantor service, you will need to pay a security deposit equivalent to two month's rent. The deposit will be fully refunded at the end of the lease provided there is no damage to the apartment and all rent has been paid. It cannot be used towards rent or any other fees accrued during the leasing term.

Guarantors

What Is A Guarantor? Do I Have to Provide One Before I Can Move-In?

Yes. All residents are required to have a guarantor in order to move into their apartment homes. A guarantor acts as a financial co-signer and agrees to be equally responsible for all the rules and regulations of the lease agreement for the entire lease term. That means he/she will be financially responsible for the rent if the leaseholder is unable to pay.

Do I Need A Guarantor in Order to Apply or Sign the Lease?

No, you do not have to wait until you have a guarantor. It will only delay your application and you might risk missing out on our specials. To lock into the special rate, you can submit your application, sign the lease agreement and add the guarantor later. However, an approved guarantor must be provided prior to the move-in date.

Who Can Qualify as a Guarantor?

A guarantor is usually a parent, guardian, grandparent, sibling, aunt, uncle, or other family member with financial stability. He/She must make a minimum of three times the rent in gross income each month and meet the following requirements:

1. Positive credit and rental history
2. No evictions and foreclosure
3. No criminal history

What If My Guarantor Does Not Meet the Requirements?

If your guarantor does not meet the requirements as outlined above, you are welcome to apply with a different guarantor. We may accept an additional one if the initial guarantor does not qualify individually. In the event another guarantor is needed, we accept a maximum of two guarantors. The exact terms can vary and can only be accurately determined after the applications have been submitted and processed. If an approved guarantor cannot be obtained, we recommend our third-party guarantor service.

Does the Background Check Hurt my Credit Score?

No, background checks are considered soft credit inquiries and will not lower your credit score. It is simply a review of your credit and is not connected to an application for new credit.

Your credit will not be affected.

Financial Aid

How Does It Work with Financial Aid When Living Off-Campus?

If you live off-campus, your living costs can be covered by financial aid, just like on-campus housing. Your financial need

is calculated exactly the same way. The major difference is that the bursar will not charge you for your housing expenses. Any available financial aid funds (after university charges are satisfied) are released to you as non-institutional expenses, such as off campus housing. That means you will need to pay your housing expenses directly to us/the landlord, as outlined in your lease. Please contact your university's financial aid counselor for guidance and more information.

Roommate Matching & Requests

How Are the Rooms Assigned?

When applying and signing your lease with Auden Upstate, you can list your room preference on your housing application. We are happy to take all requests for building, floor location, apartment view and bedroom choice. We will do our very best to accommodate as many preference requests as possible for each resident. All requests are served on a first-come, first-served basis. Hence, if more than one resident has the same request, we will honor the request of the resident who signed their lease first

Do You Allow Coed Apartments?

Yes, as long as it is explicitly requested and agreed upon by everyone in the apartment with written consent.

I Don't Have Any/Or Enough Roommates, Can I Still Sign the Lease for An Apartment?

Absolutely! If you don't have roommates in mind (or enough to fill the spaces in the apartment of your choice) but want to reserve your spot to live at Auden Upstate, we've got you covered! We offer a roommate matching program that gives you the freedom and control to determine who you'll live with. After signing your lease, you will be invited to complete a detailed questionnaire. Then we will do our best to help you find the perfect roommate! We will match you with someone who has similar interests, lifestyle, study and social habits. Additionally, we will host a roommate speed matching event to provide everyone the chance to meet potential roommates.

Can I Request Specific Roommates?

Of course! We are more than willing to accommodate those who already have roommates in mind together. Just list the roommates you have chosen under the 'roommate' tab when filling out your application. It is important that all roommates list each other and that all requests are mutual.

What Happens If the People I Wanted to Live with Don't Sign?

No worries, we can roommate match you for the remaining spots in your apartment, or you can amend your lease to live in another floor plan if we have the availability.

What If I Don't Get Along with My Roommate(s)?

We highly recommend everyone to have a discussion of boundaries with their roommates immediately after moving in. In case of a dispute we ask that roommates attempt to talk about any issues within the household first and try to work towards a solution prior to contacting the leasing office. If the dispute cannot be resolved, the leasing team will step in as a mediator and may be able to assist with the outcome on a case-by-case basis.

Move-In

When Is Move-In Day?

Move-in date is scheduled for August 14th, 2020.

What are the Move-In Costs?

You will need to pay the first month's rent, \$5/month utility service fee or \$60 for the whole year. Additionally, either one month's rent as security deposit or two month's rent depending on your background screening.

Is Renter's Insurance Required?

Renter's insurance is not required, but it is highly recommended! This is a low-cost way to protect your belongings in the event of damage, loss, or theft. As per the liability clause in the lease agreement, Auden Upstate is not liable for any belongings that are damaged, lost, or stolen.

When Is Rent Due?

Rent is due on the 1st of each month per the payment schedule outlined in the lease agreement. Online rental payments through our Resident Portal can be automatically set up once the resident has moved in. There is a four-day grace period before rent is late. An initial \$50 late fee will be charged on the fifth day of the month and then an additional \$10 each day thereafter.

How Can I Make A Payment?

We've made paying rent easy and convenient. There are several payment options to suit your needs. You can make payments online through our Resident Portal with E-check, debit cards, and credit cards (Visa, Discover, Mastercard). Fees may apply.

At move-in, you will get more information on how to pay online. Payments can also be made in person at our Leasing Office. We accept checks, money orders and cashier's checks in our office made payable to Upstate Spartanburg Property LLC.

We are NOT ABLE to accept cash!

What Is A Resident Portal?

All of our residents and their guarantors have access to our online resident portal. That is where you can pay rent, submit maintenance requests, set up automatic payments and more.

What Size are the Beds?

The beds are full-size (53” x 75”).

What Else Should I Bring?

- Bedding – Full-size sheets
- Bathroom Accessories - shower curtain, mats, towels, toiletries, etc.
- Kitchen Utensils – pots and pans, silverware, dishes, cups, bowls, etc.

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