



ASK THE ACM

You're here with a question, perhaps one that the I, the Assistant Community Manager (ACM), have answered countless times. Here are the questions I get the most and my response.

THE FIRST FEW MONTHS:

What floors are considered Garage View?

- Garage View starts at the bottom floor of the east facing units (facing garage) and includes through the 11th Floor. East side units above the 12th Floor are considered "city view."

I'm out of town, overseas or just away from home – can I scan things in?

- Absolutely. We prefer it if it's easiest for you. Scan it in to us and you can make your payments online – fast and easy.

Why do I pay an even number of full installments if my stay includes a half-month?

- We break your total cost of living into equal payments. Yes, you pay a full installment in the month in which you occupy only 15 days, but it's not based on days. You'd go crazy trying to determine your payment every month, so we made it consistent. Which is easier to pay, for example:
 - o \$4.60 for 3.5 months, split as such: **\$1.29 in April, \$1.37 in May, \$1.29 in June, and \$.65 in July**
 - o \$4.60 for 3.5 months, split as such **\$1.15 every month**

I want to pay my installment, which was due early before I move in, why am I showing a zero balance?

- Your account won't be charged the installment until you arrive. We require payment early so that you don't start your stay with debt and to make your move in seamless.

Where do I pick up my keys and where can I park my car when I come to move in?

- Keys are available at the 24-hour Courtesy Desk in the Lobby (not the Sales Office) at 9am on your license start date. If you've made your payments, you can pick them up at that time or anytime thereafter. You can double park on Wolfe Street. You can also pull into the parking garage behind our building and unload there. Put on your flashers and unload quickly.

Can I have an extra key card for my mother, father, friend or partner?

- Extra key cards are not available. It compromises security and we pride ourselves on keeping this building secure. Depending on your unit, you may be able to add an occupant. Restrictions apply.

Can I mail things to you to hold before I arrive, like packages or furniture?

- Unfortunately, no. We have limited storage space, plus we won't have you registered in the system until you've arrived. Please do not send anything to arrive before you do.

WHILE YOU ARE WITH US:

Why does my account show a balance in parentheses if I've already paid?

- Parentheses indicate a credit, not a balance, so you've either overpaid or your account hasn't incurred the monthly installment yet. If you pay before the 1st, expect to see a zero balance when paying, and a credit once you have (ex. (\$831.00)).

How do I handle payments if I'm on Financial Aid?

- 929 Apartments is not directly affiliated with Johns Hopkins University, so it's best that you look for an alternative means to pay any balance that you may need. Financial Aid is, more often than not, late. Plan accordingly.

How can I terminate my license?

- We can't terminate a binding contract, but we do allow you to find a replacement to take over your License Agreement. They would take your unit, your rate, and your license length of stay and replace you for all financial responsibility. Advertise on your own (we recommend Craigslist), and when you find a replacement, have them apply online. A form is required to complete the takeover. Email salesbaltimore@edrtrust.com to get the form and the instructions.

When do I need to notify you that I won't be renewing my License Agreement?

- You don't! We offer a period where you can renew and your space cannot be sold. Once that period expires, all licenses are scheduled to end at their current license end date, and no notification is needed. Keep in mind that once our renewal period ends, your space can be licensed by anyone and we are not required to reserve it for you.

How can I reserve the Terrace or Club Room for an event or party?

- The Terrace and Club Room are common areas, so you can't restrict other residents from accessing them. You are welcome to host an event there as long as others are allowed access. No signs can be posted marking the room as reserved, though you can post on social media sites related to 929 that you're hosting an event as notification.

AS YOU MOVE ON:

When do security deposits get returned?

- Deposits are mailed 4-6 weeks after your license expires. If you move out early, it won't change your expiration date, so you'll still have to wait that long. When you move out, be sure to fill out

the forwarding address section – that’s where we mail your deposit. If you’re out of the country, you can pick up a Wire Form, and we’ll wire funds to you (minus any fees).

Can I stay past my license end date and time?

- Sadly, we cannot extend your stay. We give you plenty of notice to renew with us, and students and professionals book with us early to reserve rooms based on their needs. Please plan ahead if you have a lapse between your next housing opportunity. We don’t offer short term housing stays.

Why did you charge me a late fee?

- Late fees post the 3rd of each month at 10am. Your installment should be paid by the 1st, but you have a small window as a courtesy. We don’t send bills or invoices. Sign up for auto-pay on our website and pay with an e-check. For \$12.00, you can be worry free all year. That’s the cost of two Subway footlongs – and feels much better.

What methods of payment do you accept?

- We accept cash (we do not provide change), money order and checks (made payable to 929 N. Wolfe St., LLC) in the office. You can also pay with credit card or e-check online. E-checks cost \$0.99, and credit cards have fees that are varied based on what those companies charge us.

Can I schedule a walkthrough of my unit before I vacate?

- We do not do walkthroughs of units until they are vacated. If you are concerned that you will be charged for damage, we recommend taking photos.

Have more questions that aren’t answered here, try the FAQ:

http://www.live929.com/index.php/prop/property_faq