



1. What do I do with my keys?
 - a. Your keys will need to be returned to the office located at 1018 E. New Circle Road, Suite 204 on the day of your move out. Failure to return you keys promptly will result in charges assessed to your account.
2. When will the walkthrough be done?
 - a. Our leasing agent will do a walkthrough of the unit (alone) within 2-3 business days of your scheduled move out.
3. When can I expect my security deposit refund?
 - a. If you are to receive a security deposit, it will be mailed to your forwarding address within thirty (30) days of your scheduled move out.
4. How will I know what the charges are?
 - a. You will receive an email from our office staff after the move out. The email will have a detailed breakdown of any charges along with any pictures of the unit. At that time, you will be able to dispute any of the charges.
5. Who do I contact if I am not disputing charges and want to set up a payment plan?
 - a. Contact our office staff at 859.309.1314 and we will transfer you to the correct department.
6. My account was sent to a separate agency, what now?
 - a. Unfortunately, if your account was sent to separate collection agency, any questions and will have to go through that agency