



Tenant FAQ

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1. **When is my rent due and where can I pay my rent?**

Rent is due on the 1st of each month and is considered late on the 5th. Late fees are calculated at 5% of your monthly rent.

Rent can be paid by mail or in person to:

Flarent, Inc.
1488 Seminola Boulevard
Casselberry, FL 32707

Our office is open Monday - Friday from 9AM to 5PM. If the office is closed, please use the mail slot at the bottom of the front door to pay rent or turn in keys. There is an additional drop-box in the exterior of the building labeled "Flarent drop-box", please be sure they are properly labeled.

Please specify your rental address in the memo field of your check or money order.

Acceptable forms of rent payment are personal checks (*only the 1st of the month before closing of business day*) Cashiers Checks, Money Orders or Credit Cards with a surcharge of 2%. **NO CASH ACCEPTED.** We are offering rent payments by ACH; please ask office for more details.

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2. **How do I get help for a maintenance problem?**

All [maintenance requests](#) must be made in writing. You may submit your request through our website or by emailing your property manager. [Property Manager's Directory.](#)

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3. **How long should I wait to hear back from someone regarding a maintenance problem?**

In a non-emergency situation, please allow five working days. If you have not heard from our office or our vendor in five working days, please contact [your property manager](#) directly.

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4. What do I do in an emergency?

If this is an after hours emergency, please call 407-339-5797 and follow directions. (Examples of emergencies are active water leaking, flooding, heater not working, sparks from appliances, fire, gas odors etc.)

****For FIRE, GAS or Natural Disasters, call 911 First!****

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5. What am I responsible for maintaining?

Residents are responsible for maintaining heating filters and fresh smoke detector batteries at all times. This may mean changing them at least twice each year or more frequently as needed. Light bulbs that are easily accessible also need to be maintained by the residents. In certain situations, yard maintenance may be required. Please refer to your individual residential lease.

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6. Do I need approval to paint or change something in the home I am renting?

Any and all changes or modifications to the property must be requested in writing to your [property manager](#).

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7. Do I need renter's insurance?

It is highly recommended that all residents carry enough insurance to cover themselves and their personal property. Please consult with your insurance agent for specific details.

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8. What happens if I need to move before the end of my lease?

Please refer to your copy of your residential lease. Contact [your property manager](#) as soon as possible to discuss this situation in detail.

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9. What do I do if I need to move out?

It is required that you [provide 60 days notice in writing](#) to Flarent Inc. You can mail this notice through US MAIL or drop it off at our office through the mail slot on the front door or at the exterior of the building. You may also e-mail it to [your property manager](#) or fax at 407-339-6763.

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10. What happens if only one roommate wants to move out?

Contact [your property manager](#) directly for the necessary forms to remove one roommate from the lease paperwork and/or have a new roommate added. Your property manager will discuss the lease re-write fee as well as the procedures for handling the security deposit.

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