

1. how do I apply?

Here at Whispering Palms we strive to accommodate our residents and make things as easy as possible. To apply everything is completely accessible on our website <https://www.whisperingpalmsapthomes.com> . We also provide the option to submit a paper application within the leasing office.

2. Can I have a cosigner?

We do allow Guarantors. They are required to have proof of income. They would need to gross 5x the rent in order to qualify.

3. How long is my lease term?

We offer several different options to accommodate you. Our leases can be either a full term 12 month lease, or you do have the option to have a short term lease which consists of 7-11 months with a \$50 per month short term lease fee. We also offer Month to month options after your lease has expired.

4. What deposits are required?

Security deposits are required. They can range anywhere from \$300- a full first month's rent based on your screening results. A \$250 nonrefundable pet fee is required for any non-service animals as well.

5. Is renters insurance required?

Renters insurance is required. You have the option to bundle with your current car insurance provider or we offer a third party company called E-premium that you can insure your home with as well.

6. When is my rent due?

Rent is due on the first. We do offer our residents a grace period so you have from the first to third with rent considered late on the fourth.

7. How do I pay my rent?

You can access your rent payments via the resident portal or you can stop by the office during office hours with certified funds.

8. Are utilities included in rent?

Utilities are not included in the rent. You would be responsible for your utilities. Your water and sewer is to be paid with your rent but again is not included.

9. What utilities am I responsible for?

You are responsible for your water and electric. You also have the option to have cable, phone, and internet through Spectrum if you'd like, that would be a separate fee as well.

10. Who is my Cable/ Internet provider?

We currently offer Spectrum throughout the community.

11. What if I need maintenance?

We have an amazing maintenance staff here in our community. If you need a work order submitted we ask that you go through your portal to do so. You also can call or text the office and one of our staff members can complete a work order for you as well. For emergency maintenance during non-business hours please call 727-596-4770 and follow the prompt.

12. Where can I find a copy of my lease.

A copy of your lease was emailed to you once it was completed. We keep one in your file as well. We can email it to you or copy it in the office, whichever you prefer.

13. Do the apartments have washer and Dryer.

All of our Renovated apartment homes are equipped with a washer in dryer. (do the non-renovated units have washer and dryers???)

14. Are single occupancy rooms available?

No. All apartment homes are 2 bedroom 2 bath 932sf.

15. How do I add a roommate?

Anybody that would be added to your current lease would need to submit an application and be screened. Based on approval the applicant would then be added to the lease with a roommate addendum.

16. Is parking first come first serve or do we pay for a permit/spot?

Each apartment is assigned a parking space. There is plenty of parking within our community, it is a first come first serve policy.

17. Who do I contact if I need help or need something fixed.

We ask that you submit a work order. You can contact the front office or go through the resident portal.

18. Is the community pet friendly?

Our community is pet friendly. We offer pet pick up stations throughout our community to accommodate all of the fur babies.

19. What is your pet policy.

Our community is pet friendly. We do not accept any dogs that are listed on the 2021 aggressive breeds. One nice thing that differentiates our community is. We do not have a weight restriction. If the animal is a certified service animal with proper documentation then these rules do not apply.

20. What are your restricted breeds?

- Pit Bulls
- Rottweilers
- Akitas
- Siberian Huskies
- Mastiffs
- Perro de Presa Canarios
- Great Danes
- Alaska Malamutes
- American Staffordshire Terriers
- German Shepherds
- Doberman Pinschers
- Chow Chows
- Boxers

21. Can I sublet my apartment?

We do not offer subletting here in the community.

22. Can I use financial aid to help pay my rent?

We do not accept financial aid as proof of income.

23. Are your apartments furnished?

Our apartments do not come furnished. You get to decorate and make it your own

24. Can I pick who I live with or do you assign roommates?

We do not assign your roommates. That is your decision, they are required to submit applications and must be approved through our screening process.

25. Are we allowed visitors? Do they need a visitors pass?

You are allowed to have guest within the community. They are required to follow any and all rules and regulations by the community. You are responsible for your guests. All visitors are required to park in a visitor's parking space to avoid being towed. They do not need a pass.

26. Can visitors use the amenities.

You are allowed 2 guests with you while using the amenities. Guests are not permitted to use any amenities without a lease holder present.

27.How do I access my apartment if I lose my key?

If this occurs during business hours you can stop by the office and we would be more than happy to cut a key for you. If you are locked out after business hours or lose your key you will need to contact a locksmith, you will also need to provide the office with your new key.