

Frequently Asked Questions

1. When is rent due?

- Rent is due on the 1st of each month. After the 2nd of each month, there will be a \$40.00 late fee. Electronic rent withdrawal forms are mandatory. You can pay your portion of rent electronically. Sorry no credit or debit cards.

2. How do we pay our electric bill?

- You will need to pay your electric bill monthly to Madison Gas and Electric. One person on your lease should have signed up when signing the lease to receive the bill each month (if not, please call MG&E (608) 252-7222). MG&E will mail you a bill each month and you just have to mail back a check or pay online at www.mge.com.

3. Where do I do laundry?

- Laundry is in the basement of College Park and Springbrook Row. You can do laundry at any time of the day at it costs \$1.50 to wash and \$1.50 to dry (per load).

4. Where can I get my mail and packages?

- College Park mailboxes are located in the basement in the community room across from the rental office. Springbrook Row mailboxes are located outdoors between 101 & 105 N. Brooks St. Every apartment has one mail key that will open your mailbox, and the rental office has a spare if need be. You will receive a text when you have packages delivered to the rental office and you can pick them up. If it is after office hours, please contact an onsite resident manager (contact info located in the laundry rooms and on the office door).
- Please note: sometimes packages get delivered right to your door, and sometimes if they are small enough they get put in your mailbox.

5. Are pets allowed?

- **No, please no pets.**

6. Where do I take my trash? And can we recycle?

- Yes, trash and recycling is available. The two dumpsters (one for trash and one for recycling) are located on the driveway(right next to the garage entrances)

7. Is there a place I can park?

- We offer indoor parking in our garage for \$125.00 per month plus a \$50 deposit for the garage remote and outside for \$90.00 per month (only 6 spots). Pricing subject to change. You cannot park in the garage or driveway if you did not pay to park here.

- Spaces are limited, so once they fill up they are gone. The City of Madison does offer street parking around our apartments that you could look into if need be. You would need a copy of your lease.
- If you or your guests park in the garage illegally, you will be ticketed and/or towed at your expense. No exceptions.

8. What is included in rent?

- Everything except electric is included. Heat, Internet, Water, Sewer, Trash pick up is included. Please keep in mind using your air conditioning will increase your electric bill. Usually the months where apartments chose to use air conditioning are the only months where individuals pay more than \$15.00 a month per person for their electric bills.
- We also offer furniture. If you want to change your furniture after the move in period, there is a \$30 charge and you can submit a maintenance request online. Please note: furniture is given out at a first come first serve basis.

9. What happens if something breaks in our apartment?

- If something breaks, please go online and submit a maintenance request. Unless there was intentional damage our maintenance guys can come and quickly replace and fix things free of charge.
- <http://rousemgmt.com/resident-services/maintenance-request.html>

10. Can we sublease?

- Yes, subleasing is free however; you are responsible for finding a replacement. All of your roommates also have to agree and the sublet has to pay you (the original resident). The original resident is still on the lease and responsible for any charges the sublet may damage.