



Resident FAQ

What is my renewal offer?

Your renewal offer has been posted to your door and/or emailed to you. If you are no longer in lease agreement or your lease agreement is coming to term, we send out renewal offers to ensure that you are able to sign a lease agreement to guarantee your rate for an extended period and avoid month to month fees and monthly fluctuations in your rental rate.

How do I sign my renewal?

Contact our office to inform our team that you are ready to renew. We will draft up a renewal lease agreement and send it to your email for you to electronically sign it or if you prefer to sign it in-person, we will print it and have it ready for you to sign in our leasing office.

You can email us at William@aptdynamics.com.

Call us at **(252) 291-2035**,
or text us at **(252) 888-2750**

What is a non-compliance fee?

A non-compliance fee is charged in the event a resident cancels or otherwise loses renters insurance. The property will, within 48 hours, activate a master liability policy on the unit structure only. This liability policy does not provide any coverage for your contents. A monthly \$50.00 non-compliance fee will be charged to the Resident until such time the Resident shows proof of Renters Insurance with minimum requirements as outlined in Paragraph 8 of the lease.

What is a pest control fee?

Pest control fees are \$5.00 a month. Dodson Pest Control is our pest control vendor who will do quarterly pest control services in your apartment. The office will send out a schedule in advance and provide notice each week of what buildings are being serviced. Should you need routine pest control on a week that you are not scheduled we will do our best to add you to the pest control log for that week. Please note that pest control is a routine service, so restrictions and fees apply for certain pests.

What are MTM fees?

Month to month fees are charged when you are no longer in a lease agreement. Your monthly rent amount automatically goes to market, plus month-to-month fees at \$200.00, and a \$5.00 a month pest control fee. **Should you choose to renew your lease these month-to-month fees do not apply.**



How do I put in my notice to vacate?

We hope you will stay and renew and enjoy all the new features of your community! However, if you have decided a move is in your future, please remember to give a **sixty (60) or thirty (30) day** written notice as required by your lease. This can be provided to our office via a physical written letter, or an email with all lease holders CC'd on the email. Please make sure you receive confirmation from the office!

How long does my renewal offer last?

Your renewal offer is good through the date on your renewal letter that was posted to your door and/or emailed to you.

When do month to month fees start?

Effective the first day of the following month, your monthly rent will revert to the current market rate, plus a \$200.00 month to month charge, in addition to any miscellaneous charges such as pet rent, trash/recycling, and pest control fees.

How do I transfer to a renovated apartment?

This is exciting news! To expedite a transfer to a renovated apartment you will need to contact the office at 252-291-2035 so that we may go over the transfer policy.

What do the renovations include?

We have new apartment features coming that will make you feel like you're living in a new home!

- Quartz countertops AND Brand-NEW Cabinet Fronts in both Kitchens and Bathrooms
- New Kitchen Sinks AND Faucets
- Bathroom Mirrors
- Bathroom Shower Rods
- Bathroom Towel Bars
- Designer Light Fixtures Throughout
- Updated Doorknobs throughout Including your Front Door

Other questions?

Reach out to your Wilson Woods Apartments Team!

William@aptdynamics.com

Call: (252) 291-2035 Text us: (252) 888-2750