

SET OF EXPECTATIONS FOR RENTERS

Basic expectations for your tenancy. SOUTH END REALTY GROUP's goal is to maintain a safe, clean, respectful, and comfortable home for everyone while making sure expectations are clear from the beginning.

When renting an apartment through SOUTH END REALTY GROUP you can expect the process to be as follows:

1. **Find an apartment** — Search the agency's listings and arrange a viewing.
2. **Submit an application** — You'll typically provide identification, employment/income information, rental history, and references.
3. **Background/credit check** — The agency may verify your credit, income, employment, rental history, and sometimes criminal history.
4. **Application approval** — If approved, the agency tells you the terms and what is needed to secure the apartment.
5. **Pay the required upfront amounts** — Often a security deposit and first month's rent, though the exact amount varies by location and lease.
6. **Sign the lease** — Review rent, lease duration, utilities, maintenance responsibilities, fees, renewal terms, and termination rules before signing.
7. **Move-in inspection** — Document the apartment's condition with photos/video and note any existing damage.
8. **Receive keys and move in** — Set up utilities, renter's insurance if required, and any agency/tenant portal.

Before making any payments

Make sure you have:

- A written lease or clear written terms.
- The agency's verified contact information.
- A breakdown of **all** fees and deposits.
- Confirmation of who will hold your security deposit.
- A receipt for every payment.
- Confirmation that the person collecting money is actually authorized to rent the property.

For additional information please visit the [FORMS](#) link

