



## Insider's Guide to Phoenix Apartment Homes

*An apartment is an apartment is an apartment is an apartment.*

*It's the people that make the difference.*

Don't trust the websites of angry residents that violated their lease and are mad at their apartment community and voice it on line. Whether it is via email, phone or in person, you can easily determine if it is a place you want to live by your interaction with the on-site leasing team and with the help of this guide.

The goal of this guide is to help you find the perfect place and maximize on apartment living.

### **Step 1:**

Make a list of your needs and wants in your apartment search: ei.





**Step 3.**

| Community Name          | Pets | W/D/<br>hook ups | Gym | Air Conditioning | Free Wi-Fi | Covered Parking | Price | Customer Service level? | Additional Info: |
|-------------------------|------|------------------|-----|------------------|------------|-----------------|-------|-------------------------|------------------|
| Willow Creek            | X    | x                | X   | X                | X          | x               | \$    | Great!                  | Pristine Grounds |
| Verona Park             | X    | X                | X   | X                | X          | X               | \$    | Great!                  | Great Location   |
| Tierra Del Sol          | X    | X                | x   | X                | X          | X               | \$    | Great!                  | Great layouts    |
| Village at Lindsay Park | X    | X                |     | x                | X          |                 | \$    | Great!                  | Love the area    |





**Now that you have the data, you can evaluate the value of living at each community. Remember, your first impression of the community plays a huge part in how your experience is going to be. If you were able to visit in person, did they jump up and greet you? Was the community free of debris? If you contacted them via email, how long did it take for them to contact you back? Did they answer your questions? On the phone, did they sound enthusiastic and were they knowledgeable about the community?**

**Now determining value of each community put a price on each item. For example:**

- 1. Gym on site: savings \$30 per month**
- 2. Free Wi-Fi: savings \$15 per month**

**Once you have a value for each property you can determine, which is the most valuable to you and that is where you should live!**

**Example:**

**Willow Creek Apartments 1 bedroom is \$530.00 per month. The value of the 24 hour fitness center is worth \$30 per month, free Wi-Fi is worth \$15 per month, washer and dryer are included in every apartment so you never have to go to the laundry! Subtract that value of \$45.00 per month and you are down to \$485.00 for a great place to live and excellent location.**

**Run through this on each of the properties you went to and determine its value. Remember your rent is the most expensive bill you will pay every month so put a value on the customer service you received before making your final decision.**

**Step 4:**

**You have made your decision now it's time to make it official. A good leasing agent will have a deposit receipt for you that lists your new address, your monthly rate, lease term, move in date, and the amount due when you move in. Some give you 24 hours to change your mind and others don't. Make sure you read it so you know. Fill out the application and take it with you along with a paystub and your check book or credit card. Most apartment communities will allow you to pay your deposit an application fee with a check or credit card but your actual move in pro-rate will need to be certified funds. Make sure to ask this. You would hate to go to move in one evening when your bank is closed and your truck is ready to unload and not be able to move in because you don't have certified funds.**

A few other items to remember:

- 1) Before you sign the lease, do a walk through with the leasing agent on your apartment.
- 2) Leases are usually small print, but they aren't trying to trick you. Everything is in black and white. Take your time to read it. Better yet, ask for a sample in advance so that can read through it before your moving day.
- 3) Don't forget to change your mailing address online at: [www.usps.com](http://www.usps.com)

Once you are in and settled...



**\*Use the amenities. So many residents never use them.**

**\*If something in your apartment needs to be repaired, call in a service request! Don't be unhappy and never say anything. A good apartment community wants you to be happy, but they need to know when you are unhappy so they can fix it!**

**\*Enjoy the resident events. Apartment Communities want to make it feel like a community. They can't do that if you don't attend!**

**\*Always ask how much you get if you refer people to live there. This is a great way to make extra cash if you love where you live!**