

Why did I receive a notice when I paid the rent on the 2nd of the month?

As outlined in the Tenant Handbook and each lease agreement, the rent is due on the first and late on the second. Our notices are generally sent out on the second day of the month. Occasionally a late tenant payment and our late notice will pass each other before your rent is received in the office. DHS Ventures serves notices based on Florida landlord/tenant law requirements and our obligations to the owner of the property.

Why Do You Require Professional Carpet Cleaning?

We require professional carpet cleaning to preserve the life of the carpet and the floor beneath it. Home or rental machines do not handle the deep cleaning necessary.

May I have a satellite dish?

DHS Ventures and the property owners have put into agreement that no satellite dishes may be installed on the home or roof. You may submit a request via the Tenant Portal of installation of a dish on the ground of the property. Approval from DHS Ventures and the property owner must be given prior to installation.

I did not have a pet when I moved in; may I have a pet now?

First email your Property Manager of your request for a pet. Do not move a pet into the property without permission. DHS Ventures will contact the owner and submit your request. If the owner does allow the pet, a non-refundable pet fee and monthly pet fee will be required and a pet addendum must be signed.

What happens if I want another pet?

First email your Property Manager with your request. The Property Manager will contact the owner and submit your request. If the owner allows an additional pet, an increased fee will be required and an additional pet addendum must be signed.

My roommate wants to move, but I want to stay. What do I do now?

Email your Property Manager with the details of the situation. DHS Ventures will need current documentation from you to show that you can support the property by yourself. If you are approved to remain in the property without the financial support of the departing roommate, DHS Ventures will draft an amendment that releases the departing roommate. DHS Ventures will not partially refund any of the security deposit to your roommate since it is a condition of your Lease. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.

How do I add or remove a roommate?

The prospective roommate will have to submit an application and DHS Ventures must approve the person PRIOR to them moving into the property. Have the roommate make complete application via the DHS Ventures website including payment of an application fee. If DHS Ventures denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign a DHS Ventures Roommate Change/Add form.

Why do the owners want to see the property?

The owners may want to assess the maintenance of the property and the overall condition of their investment. It is also their right to see the property, but they respect that it is your residence. When and if an owner requests a site visit, DHS Ventures will contact you to set a date and time to complete the inspection.

Why does DHS Ventures need to inspect the property during my tenancy?

DHS Ventures has been contracted by the owner of the property to manage and help maintain their investment. It is the duty of DHS Ventures to inspect the home and document its condition to fulfill this obligation to the owner of the property.

Does the Office(s) have an After-Hours Drop Box?

No, the *Central Florida Office* does not have an After-Hours Drop Box for Safety. If you need to drop off rent or any other paper work you'll need to come during our normal business hours.