



iHeart

Property Management LLC

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Application Instructions & Acceptance Criteria

iHeart Property Management LLC is committed to Equal Housing Opportunity and we fully comply with the Federal Fair Housing Act and all state and local fair housing laws. If you have any questions about this document, please ask.

STEPS TO APPLY:

1. **Submit an [application](#) -**

Each occupant over the age of 18 years. Note: missing information will delay the processing of your application - be sure we are able to contact your landlord and employer by phone, email, and/or fax. If your application is incomplete it may not be processed if a complete application comes in before we get the information we need.

a. Gather the following items to have available :

- i. Drivers License
- ii. Proof of income (paystubs or W-2)
- iii. Contact information for employer for last 2 years
- iv. Proof of rent payments (ledger or cancelled checks)
- v. Addresses and Landlord name, phone, and email for last 2 years
- vi. 2 personal references

2. **Submit [Pet Screening Profile](#)**

(required even if you have no animals- click and state that on the form).

3. **Sign the Lease** within 48 hours of being approved, with rent beginning 21 days or less from the date you are approved. We will use the lease start date provided on your application.

4. **Pay the Deposit.**

QUALIFICATION CRITERIA:

Some key qualifying criteria and other considerations are:

1. **APPLICATION** – An Application must be completed and signed by each individual 18 years or older applying for residency. Omissions and false information may be grounds for application denial. A non-refundable application fee per person is required for processing and reviewing applications. All application fees must be paid before an application is processed for approval.
2. **IDENTIFICATION** – A copy of your driver's license, state photo ID, Visa or Passport will be required.
3. **RESIDENCE HISTORY** – At least 2 years of verifiable rental history required. Any unpaid rental collections, evictions, property damage beyond normal wear and tear, or refusal to re-rent by previous landlords may be grounds for denial.
4. **INCOME REQUIREMENT** - Applicants may be denied if income does not exceed 3 times the amount of the monthly rent. 2 years of employment and income must be verifiable from an unbiased source (i.e. paystubs from employer, and tax returns). Unemployment compensation, alimony and child support will not be considered income unless you can show a valid court order that requires payments to be made and a proven history of consistently receiving payments. If applicant is self-employed, applicant must submit CPA prepared tax statement

or tax return, and last 12 months bank statements that clearly show Applicant's income available for personal expenses. Employment history must be verifiable for minimum of 2 years w/ employer. Must earn a minimum of three times the rent in verifiable gross monthly income. We may ask you to verify your income as stated on your Lease Application. For roommates, one of the applicants must qualify alone.

5. **CREDIT REQUIREMENTS** - A credit check will be performed and used for approval. Your credit report must show trade lines demonstrating your ability to meet your financial obligations. Applications may be rejected for unpaid collections or judgments, amount owed on delinquent accounts, amount past due on accounts, number of accounts delinquent, history of debt "write-offs", too few accounts rated "current".
6. **CRIMINAL HISTORY** - A criminal background check will be performed and used for approval for any applicants/occupants over 18 or older. We will conduct individualized assessments that take into account mitigating factors, such as facts & circumstances surrounding the criminal conduct, age at time of conduct, evidence of good tenancy before and after conduct, nature & severity of conviction and the amount of time that has passed since the conviction. Criminal history which indicates that an applicant's tenancy would constitute a direct threat to the health or safety of other individuals or whose tenancy could result in substantial physical damage to the property of the owner or others will result in rejection of the application.
7. **AGENCY DISCLOSURE** - iHeart Property Management LLC agents are acting as agents for the landlord and do not represent prospective tenants. Although iHeart Property Management LLC agents show "for lease" properties to prospective tenants, they are not acting as tenant representatives.
8. **iHeart Property Management LLC reserves the right to reject any application due to any one of or a combination of the following, without limitation:**
 - a. False or insufficient application information
 - b. Insufficient credit
 - c. Credit showing delinquent accounts with collection balances due
 - d. Foreclosures, bankruptcies
 - e. Liens against the applicant for taxes or child support
 - f. Judgments against the applicant and/or evictions
 - g. Property damage
 - h. Rental history showing excessive late payments, NSF checks, property damage, lease violations.
 - i. Income shortages less than the required 3x times monthly rent.
 - j. Conviction of illegal manufacture and distribution of a controlled substance.
 - k. iHeart Property Management LLC standard residential qualifying criteria requirements are subject to change from time to time without notice.

If you do not meet the selection criteria or provide inaccurate or incomplete information, your application may be rejected and your application fee will not be refunded.

You will be required to set up an electronic signature to e-sign documents within the application.

We would like you to know before you apply:

1. **iHeart Property Management LLC conducts periodic inspection surveys of the property with interior pictures and sends the reports to the owner. If this is going to be a problem for you please do not apply for one of our properties**
2. **The lease agreement gives iHeart Property Management LLC authorization to place a keybox on the property and to market and show the property for rent last 30 days of the lease agreement. If this is going to be a problem for you please do not apply for one of our properties.**
3. **A tenant fee is charged monthly for amenities which include portal access for payments and communication, HVAC filters and other benefits**
4. **An onboarding fee is charged one-time for move-in/move-out activities to document condition and ensure fair disposition of your security deposit.**

FAQ's:

- 1) **What if more than one application is received?** - Completed applications are reviewed in the order in which they are received in the office. All applicants are judged on the same standards, one person or family at a time, on a "first come first served" basis. If more than one application is received, all will be reviewed in order to give all an opportunity to be accepted.
- 2) **What is the Application Deposit for? Is it refundable?** - An Application Deposit equal to the amount of the Security Deposit is required at the time the application is submitted. The application deposit will hold the home for you and allow us to take it off the market while your application is being processed. When you sign your lease agreement the Application Deposit becomes your security deposit. If for some reason, you are not approved or if your application is not processed, the application Deposit will be refunded to you. After you are approved, if you change your mind and decide not to sign our lease or move into the property on the agreed-upon date, the application deposit is non-refundable.
- 3) **Can you hold a house for me?** - We can hold a property for a maximum of 21 days from approval of application or when property becomes vacant whichever is later. Rent will be charged beginning on the 16th day. Before you submit your application, be sure that you will be ready to start the lease within 15 days from the date you are approved.
- 4) **How long does it take to get approved?** - We can usually get approval by the end of the next business day. If you do not provide your previous landlords information, or if the landlord is difficult to reach, it may take longer.
- 5) **May I have a pet?** - Policies on domestic pets vary from home to home. Certain owners do not permit any pets, while other owners may permit only a specific type of pet. Please call the office to determine the pet policy for the home for which you are applying. Usually only a total of two pets per house hold are permitted: (example: 2 dogs or 2 cats or 1 of each.) All pets must be licensed with current vaccinations. No Aquariums larger than 10 Gallons will be allowed without a deposit. No aggressive or mixed aggressive breed dogs. We require a picture of each pet that will be on the property.

A \$200 pet deposit is required for each pet with a signed Pet Agreement, and \$25/month will be added to the monthly rent for each pet. A \$500 lease violation fee will be charged if pets are kept on the property without a signed Pet Agreement and Deposit. This applies to all animals. If you have a visiting pet or are pet-sitting, you must inform the office and sign a pet agreement and pay a deposit. There are no exceptions to this policy. Pet policies are strictly enforced, and any breach will be grounds for termination of your lease agreement at tenant's expense.

- 6) **I am relocating to San Antonio - Can I apply for a house I haven't seen?**
Yes, but we expect you to honor your lease agreement, so you are taking a risk that the property may not meet your expectations. If possible, you should have a trusted third party preview the home before you apply. Understand that if you are working with a leasing agent, that person may not be unbiased.
- 7) **Is smoking permitted?** - Smoking is NOT permitted inside the home or garage of any of our properties.
- 8) **Is this a good neighborhood? Is it safe?**
You should satisfy any concerns regarding crime statistics and sex offenders in any area where you might consider residing. This information is available free of charge on the internet at the following sites: Sex Offenders www.txdps.state.tx.us , San Antonio Area Crime Stats www.raidsonline.com

DEPOSITS:

Some owners require two month's rent as Security Deposit. In this case, the amount in excess of 1 month's rent is usually eligible to be paid out over the first few months of the lease, if needed. If excess Security Deposit is required to mitigate Rental History or Credit concerns, the entire deposit may be required prior to move-in. If this is a concern, please ask. Excess Security Deposits may, with Landlord's approval, be applied to the Final Month rent if requested.

DISABLED ACCESSIBILITY:

If you have Accessibility concerns, please submit them in writing to the property manager. We must get the Owner's approval to allow the existing premises to be modified. All modifications are at the expense of the occupant, and the premises must be restored to the pre-modified condition, provided the modification would affect the use and enjoyment of the premises for future residents. A restoration deposit may be required per Fair Housing guidelines.