



APPLICATION INSTRUCTIONS

Everything we do at Grandin is in written. Please allow a minimum of 1 business day for a response.

STEP 1: SUBMIT AN APPLICATION

a. All applications must be submitted online at [RENTGRANDIN.COM](https://rentgrandin.com).

*If you make a viewing appointment via our system, you will receive a link by text and email after viewing.

b. All occupants over the age of 18 must submit a credit and background check individually.

The cost is \$35 per applicant.

c. Before applying, please confirm the qualifications below.

- The application fee is non-refundable. We accept credit cards, cash, and money orders.
- Gross income needs to be 3X the amount of rent.
- We cannot approve a history of eviction, judgement, or felony conviction within the past 5 years.
- We cannot approve a history of collections, late pays, or items that were charged off as bad debt (non-payment).
- Move-in date must be within 14 days from application approval.
- Pet policy: No cat for any of our property. No pets for multi-family homes. See our pet policy for the details.
- Upon approval, a \$500 earnest deposit is required to secure the property. It applies to a security deposit.
- A renter's insurance is required by the agreement with the property owners.

STEP 2: PRE-SCREENING QUESTIONS

Property manager will review your application and send you pre-screening questions **by email** to make sure if you meet all qualifications above.



If you are qualified, we process your application and charge a \$35 application fee. → **STEP 3**



If you are not qualified, we cancel your application and do NOT charge a fee.

STEP 3: CREDIT & BACKGROUND CHECK

You will receive an email from Buildium/TransUnion and need to complete a SmartMove background check. After reviewing your reports, we will notify you of the result.



If you are approved, you will receive an earnest deposit agreement and a link to pay the deposit.



If you are NOT approved and want to obtain your credit and background report, please contact our property manager. We will provide the reports.



Why You Should Rent From Grandin

1. Grandin is firmly invested in the community. We have multiple locations, our staff is licensed and insured, and we place a high emphasis on our reputation and community standing.
2. At the Grandin Agency, we are not slumlords. We believe quality homes attract quality residents. We maintain our homes and stand behind our product.
3. Everything we do in Grandin is in writing. We give receipts. All of our staff is properly background checked and drug free. There is no monkey business when you deal with us.
4. We hold your deposits in FDIC insured facilities using state approved accounting guidelines. When your lease ends and you leave the home in good condition - we return deposits promptly.
5. All of our accounting is online. Your rental statement is emailed to you monthly and you can pay online. You are also welcome to drop off payments at one of our office locations.
6. Grandin is one of the largest management companies in Roanoke. We have a large inventory of homes with more coming available daily. Submit one application and it can be applied to any of our available homes.
7. We charge a reasonable fee of \$25 per adult application. While we know that an expense is not something to get excited about, rest easy knowing we screen all of our applicants in an attempt to provide a safe environment in all of our communities and houses.
8. Grandin has a full-time maintenance staff. We maintain our own fleet of vehicles to care for our properties. We can react quickly to emergencies and can minimize our dependence on outside vendors.
9. Some of our competition may be able to make some of the same claims, but none can offer the level of professionalism that Grandin is known for!

We look forward to working with you.