

FAQ's

Frequently Asked Questions provide handy links for residents, as well as move in/move out details.

When is rent due?

Rent payments are due on the (1st) day of the month

How can I pay my rent?

Residents pay Rents/Fees/Charges thru their secure online Tenant Portal: Log in from our website, & select payment method:

Online via ACH/eCheck - and you can also set it up for recurring payments (free) so that you will not be late with your rent!

Cash will not be accepted. Checks may be mailed/dropped at our office.

NOTE: If paying by check, Meltzer Real Estate will only accept (1) one rent check from each unit; roommates must consolidate multiple checks. You must include your building address and apartment number on your check. Send/drop check at Meltzer Real Estate, 2706 West Armitage Ave, Chicago, IL 60657.

What happens if a check is returned NSF or payment does not go through?

A charge of \$100.00 will be applied to Tenant's account for every returned payment, plus any applicable late fee charges. This fee is not negotiable and must be paid immediately.

How many people can we have in our unit?

Rents in all advertisements are based on occupancy of:

1. One to two people for a studio or one bedroom apartment
2. Two people for a two bedroom apartment
3. Three people for a three bedroom apartment
4. Four people for a four bedroom apartment

Meltzer Real Estate does not limit occupancy to parties of this size for each apartment (though there are municipal ordinance restrictions). However, if parties numbering more than what the rent was based on, the rent will be increased by \$50.00 for each additional occupant beyond the number of occupants the rent was based on. This increase is to help cover the additional wear and tear, along with the increased utility usage on the unit and building. Meltzer Real Estate does reserve the right to refuse parties of such a size that it would be too much of an impact on the unit and create too high of a risk to allow other occupants of the building the quiet and peaceful enjoyment they are entitled to per their apartment lease.

Am I allowed to have pets?

Cats, Dogs (Restrictions apply), and Fish are permitted. (2) two Pets per Unit. ALL pets require a Pet Addendum (that include copies of your Pet's License (Dogs), Vaccinations & Spay/Neutering (Dogs & Cats) for review and approval before you bring a new animal into your apartment, and the monthly Pet Rent must also be paid.

How do I protect my personal property?

Tenants must provide proof of valid Rental Insurance to Meltzer Real Estate at the time of possession of the Unit (or before), and at each Lease Renewal. Effective dates must match the Lease. Meltzer Real Estate does not cover your personal property, so purchasing renter's insurance is the best way to protect yourself when renting an apartment. Please contact your own insurance broker, or for more information the following sites may be helpful:

Geico: www.geico.com/renters-insurance

Progressive: www.progressive.com/Renters

How do I renew my lease?

Lease extension offers are sent through your DocuSign approximately 120 days prior to your lease expiration date. There will be instructions to follow in order to accept our offer to renew your lease, or to inform Meltzer Real Estate that you are moving. You need to inform Meltzer Real Estate if you plan to renew no later than 90 days prior to your lease expiration date. If you do not, Meltzer Real Estate will assume that you are moving and all applicable lease provisions will apply. We'll begin marketing and showing your apartment 90 days prior to your lease expiration date. If you do not receive a lease extension, please contact us.

How do I replace or add a roommate to my lease?

Your new roommate must fill out our application, pay the move in fee, and be approved under our screening criteria to reside in your apartment. Applications must be completed & paid for online through our website, and you must notify us to start this process. There is a \$50.00 application fee per person.

What do I do if I need to sublet my apartment?

If you need to sublet your apartment, please review Meltzer Real Estate's Sublease Information and Guidelines.

How can I set up my utilities?

Please refer to your Move In Fact Sheet to determine the Utilities you need to set up for your apartment. Give the utility company a 'transfer/turn-on' date of the 1st day of your Lease. We recommend you do this at least two weeks before you move-in to ensure that your service will transition smoothly from the shut-off of the last Tenant's service, and the start-up of your service. Landlord does not provide any Electric, Cable, Internet, or Phone services.

ComEd (Electricity): <https://www.comed.com> #800-334-7661

People's Gas (Heating/Cooking): <http://www.peoplesgasdelivery.com> #866-556-6001

How can I submit a maintenance request?

You submit your Maintenance Request directly through your Resident Portal. You may also contact our office at #773-698-7060 to submit a request manually.

Non-Emergency maintenance calls received during non-business hours will not be entered into our system until our office opens the next business day.

For Emergencies: Call 911, then contact us.

What if I get locked out of my apartment?

If you are locked out of your apartment, Meltzer Real Estate will do their best to get you back in your apartment during business hours (M – F: 9:00am to 5:00pm), and a charge may apply based on the terms of your lease. If you are locked-out during the weekend or at nighttime, it will be your responsibility to contact a locksmith. Any cost incurred because of lockouts shall be your responsibility. Below is a list of local area Locksmiths that may be helpful:

Amazing Lock Service: <http://amazinglockservice.com> #773-935-8900

Dexter Lock Service: <http://dexterlockservice.com> #773-935-0008

Quick Key Locksmith: <http://www.quick-key.net> #877-787-3399

Windy City Locksmith: <http://windcitylocksmith.com> #773-242-7349

Who provides Cable TV, Internet, or Phone services in Chicago?

Comcast/Xfinity, RCN, Verizon, Sprint, and AT&T are (5) Cable/Internet/Phone providers in Chicago.

Comcast/Xfinity: <http://www.xfinity.com>

AT&T: <https://www.att.com>

RCN: <http://www.rcn.com/chicago>

Sprint: <https://www.sprint.com>

Verizon: <https://www.verizonwireless.com>

How do I return my keys when my lease is over?

When your lease is over, you may leave your keys in your unit and inform your property manager where the keys are located.

How do I forward my mail when I move in or move out?

You must change your address with the USPS before you move: LANDLORD CANNOT HOLD OR FORWARD YOUR MAIL. Forward in person at your local USPS office; online at <https://moversguide.usps.com>, or call #1-800-ASK-USPS (1-800- 275-8777). Meltzer Real Estate will not give out any tenant information for mail retrieving purposes.

Do you offer referral incentives?

Meltzer Real Estate appreciates your kind referrals. If you are a current tenant and refer a new resident to Meltzer Real Estate, you may be eligible to receive a \$250.00 referral bonus. The resident you refer must list you as the referring party on their application, sign a year lease, move-in and have a balance of \$0.00. Most referral checks or rent credits can be mailed out or applied to your account after the resident has lived in our building for 45 to 60 days. Please note Meltzer Real Estate does not pay a referral fee for sublets or if you change a roommate. For more information see Meltzer Real Estate's Referral Incentives.