



Frequently Asked Questions

1. How much notice do I need to give before move out?

You must give us at least 60 days notice in writing before your lease is up if you do not choose to renew. To do this you must fill out an "Intent to Vacate" form which you can pick up in the leasing office. Please contact management to discuss further. (needs to be completed on or before the first of the month)

2. When is rent due?

Rent is due on the 1st of every month. It is considered late as of the 2nd. Drop boxes are conveniently located at every leasing office.

3. How do I report a service request?

You can call your leasing office, send an email, report in person, or go online to www.castocommunities.com. In the event of a maintenance emergency after hours, please call the resident manager (this number will be supplied to you at time of move in).

4. What is considered a maintenance emergency?

Fire/storm damage, no heat, no water, refrigerator out, broken water tank, clogged toilet (if only 1 in apartment), broken AC, entire stove/oven out, no electric, gas leak, sewage back up, broken pipes, water leaks, break ins, broken windows, broken locks, lock outs.

5. What if I need to transfer to a different sized apartment or another CASTO community?

You may transfer on site under the following conditions:

- 1. A minimum of six (6) months has been fulfilled in the current unit.***
- 2. A 30-day written notice of intent to transfer has been given.***
- 3. You are currently in "good standing" with the community.***
- 4. You must sign a new 12-month lease.***

Transferring to another Casto community:

- 1. The resident must be in good standing with their current Casto property.***
- 2. A 30-day written notice of intent to transfer has been given.***
- 3. A minimum of six (6) months has been fulfilled in the current unit.***
- 4. A copy of the resident file must be obtained from the previous property. The police check and credit report must be updated and approved by the new property manager.***

6. How do I get my packages if they are delivered in my absence?

The leasing office will sign for your UPS and FedEx packages at the Clubhouse if you are not home. They will be kept at the leasing office until you pick them up. Please note that we are not responsible for lost or stolen packages.

7. What are your qualifications to move into a Casto community?
- 1. Provide acceptable documentation of employment.**
 - 2. Provide acceptable ID or current driver's license for everyone 18 years of age or older.**
 - 3. Total gross income must meet or exceed three (3) times your monthly rent. (Combined household income if more than one applicant)**
 - 4. All leaseholders must have qualifying criminal background and residential history.**
 - 5. All leaseholders must have favorable credit.**
 - 6. Security deposit is subject to change according to applicants qualifications.**
8. Does Casto offer a home ownership program?
- Yes! We invite you to take advantage of our Rent to Grow Program. Earn money towards the purchase of a new home while renting with our Rent to Grow program. It's as easy as 1-2-3! For more information, go to www.castorealty.com or stop by a Casto leasing office for details.**
9. Do you allow pets at your communities?
- Of course! We allow two pets per apartment, combined weight limit cannot exceed 90lbs. Breed restrictions include Rottweiler, pit-bull, Doberman pincher, German shepherd, chow, and Akia. The monthly fee is \$20 per pet under 50lbs and \$30 for any pet exceeding 50lbs. Service animals are allowed at any property and the resident will be required to provide appropriate verification that the animal is a service animal.**