BLUE JAY PROPERTY MANAGEMENT

Resident FAQs

Future Resident FAQs

How long are your leases?

All leases are for a minimum of one year.

Can I rent an apartment from you if my credit is not great?

So long as your rental history is good, we have many options available for individuals with challenging credit histories. Depending on your credit history, you may be able to qualify with a co-signer, a higher security deposit, or by signing up with the NPS Rent Assurance program.

Will you check my criminal background?

Yes. If you have a criminal record involving violence, narcotics, weapons, gang activity, prostitution, sex crimes, terrorism, fraud, theft or any felony conviction, your application will not be accepted.

Do you accept pets?

We LOVE our pets! However, in order to ensure a safe, clean and peaceful environment, some restrictions are necessary:

Pet Limits: We welcome a maximum of one dog and one cat per apartment. Your dog must weigh no more than 30 lbs. and must not be an aggressive-type breed or a mix of any aggressive-type breeds.

Pet Screening: We conduct a "doggy interview" and a background check before approving your dog's application, for the purpose of determining if your dog is friendly and will be a good neighbor, or if it has a history or a tendency toward aggressive behavior.

Pet Addendum to Lease: You will need to sign our Pet Addendum, which collects information on your pet such as vaccination and emergency contact information, and which sets forth the rules of pet ownership. Your pet will be held to the same standard as our human residents with respect to our standards on noise, security, hygiene, etc. Any violations of our rules by your pet may require you to part with your pet or may lead to the termination of your lease.

Pet Fees: We charge a refundable security deposit of $150 (in addition to the regular security deposit) and a monthly pet fee of $35.

Do you allow smoking?

We're a 100% smoke-free community. No smoking in your apartment, on balconies, in common areas, or within 50 feet of any building entrance, the pool, or the dog park.

What is a security deposit?

A security deposit is insurance against anything that might go wrong in your unit while you are a resident.

We require that you pay a one-time security deposit before you move in. The amount of the security deposit varies, depending on your credit and depending on the property. If your credit is not great, the security deposit required may be as much as one or even two months' rent.

When you move out, we will return your security deposit to you, plus interest. However, if you leave the apartment dirty or damaged or with a balance on your account, we will use your security deposit to cover the ensuing charges.

Do I need to get renter's insurance?

Yes. You are required to obtain renter's insurance for losses due to theft, fire, water damage, and the like. Your Community Manager will ask for a copy of your insurance coverage when you sign your lease.

New Resident FAQs

I moved in and my phone line does not work.

If you move in and your phone line does not work or you do not have a working phone jack, contact your phone carrier. If your phone carrier cannot resolve the problem, then call maintenance and leave two numbers: a number where we can reach you and the number of the non-working phone line.

I want to install cable or a satellite dish. What should I do?

If you live in an apartment with a balcony or patio, you may install a satellite dish, but only on condition that you comply with the terms and conditions of our Satellite Addendum. Please request this Satellite Addendum from your Community Manager prior to scheduling the installation.

Many excellent alternatives to satellite programming exist today through Verizon and Comcast cable, so if you don't live in an apartment with a balcony or patio, you will still be able to sign up for channels from around the world, at very competitive prices.

What methods of payment do you accept?

Rent can be paid online through your Resident Portal using your bank account (free) or credit card (a percentage-based fee applies). Refer to your welcome packet or contact your Community Manager for your account number.

By paying your rent online, you'll even build your credit. Simply opt in through our online payment platform to have your payments automatically reported to credit bureaus.

We also accept checks. Cash payments are accepted via Zego CashPay at participating locations using your e-pay card. A service fee applies.

Am I enrolled in rent credit reporting?

Yes, new residents are automatically enrolled in Esusu, a rent-credit reporting program that only reports on-time payments. Late payments aren't reported and won't hurt your credit, there's no cost to you, and you can opt out when you move in (to avoid any potential score impact) or at any time by emailing rentsupport@esusu.org.

Current Resident FAQs

I have an issue in my apartment that needs maintenance.

Please log in to your Resident Portal to submit a maintenance request. For first-time access you'll need your account number; ask your Community Manager or check your welcome packet. After you submit a request, you'll receive an automated confirmation email. Our maintenance team will follow up, and emergency issues are prioritized.

What should I do in an emergency?

In case of fire or flood or other major emergencies, please dial 911.

Other maintenance emergencies can be reported to us 24/7. Our emergency service phones are manned around the clock.

What constitutes an emergency?

Please call us 24/7 if you experience any of the following:

- No water
- No electricity
- No heat when the outdoor temperature is below 40°
- Broken window when the outdoor temperature is below 55° or if your apartment is on the ground floor
- No hot water
- Any water or gas leak
- Clogged toilet

Call 911 in the case of fire, flood or other risk to safety or security.

What happens if I fail to report a maintenance problem in my apartment?

We will be required to charge you for any service that could have been avoided by proper maintenance on your part.

Who is responsible for changing the light bulbs in my apartment?

We will provide you with working light bulbs on move-in, and you will be responsible for maintaining working light bulbs thereafter. If you need assistance in changing your light bulbs, please contact your Community Manager. You will be charged a time and materials fee for this service.

Who pays for repairs in my unit?

We will pay for repairs in your unit, unless the damage was caused by you or your guests.

Can I make repairs or improvements to my apartment on my own?

Please trust all repairs to our excellent service team. If you wish to make improvements to your apartment, please discuss this with your Community Manager. We will do our best to accommodate you.

Is a tenant entitled to notification before a landlord may enter the apartment?

A 24-hour notice is required and we will always notify you if we are to enter. This notification can be either verbal or written. However, in case of an emergency, the notice requirement may be waived.

What happens if I lose my keys?

If it is during normal business hours you can come into our offices and, upon verifying identification, receive another set of keys. You will be charged a fee for the keys, but not for the service. We reserve the right, however, to charge you for the service if it becomes a recurrent issue.

Unfortunately, after the office is closed, we cannot verify your identity as the leaseholder, so you will need to call a locksmith. If your locksmith changes the lock, you will need to provide a new key to your Community Manager the next day.

How much will my rent increase from year to year?

We keep pace with market rents, and rent increases follow local rent control guidelines.

In Prince George's County, our increases follow the Rent Stabilization Act. In Washington, DC, our increases follow Rent Control guidelines.

I have a friend who would like to move to a Blue Jay Property Management community. Would you pay me a Resident Referral Bonus?

If you have friends or family members who would make great neighbors, we would love to welcome them to our community. We will pay you a bonus as soon as your referral moves in to the community. Please ask your Community Manager for the current bonus rate.

Move-Out FAQs

How much notice do I need to give you of my plans to move out?

A 60-day written notice is required if you're on a 12-month lease. If you are on a month-to-month lease, 30 days' notice is required.

In DC, leases automatically renew as a month-to-month lease after the first year's lease term expires.

Can I move out in the middle of the month?

So long as you don't move out before your 12-month lease expires and you give us 60 days' written notice, you can move out on any day you choose. We will prorate your last month's rent. In other words, you don't need to pay rent for the full month if your 60-day notice expires earlier.

What is the penalty for leaving my lease early?

We do not charge a penalty, but we do charge you for the actual cost to us, including:

1. **Lost Rent.** This means that you will need to pay the rent through the full lease term or until the next resident moves in, whichever comes sooner. We will make our best effort, of course, to re-rent your apartment quickly.
2. **Standard move-out costs.** All typical move-out expenses, including cleaning, minor repairs, wear and tear restoration, etc., needed to prepare the unit.

We do make some exceptions and offer some discounts in certain circumstances, so consult your Community Manager for details.

Can we sublet?

No, subletting is not allowed. However, if you have someone qualified who wants to take over your lease, we may be able to approve the transfer.

What do I do if a roommate leaves but I am staying?

Please notify your Community Manager at least 30 days in advance. The remaining leaseholder or occupant must apply and be approved before being added to the lease.

What happens to my deposit if a roommate leaves but I stay?

The deposit is a joint deposit that remains with the unit. It's up to the tenants to reimburse the departing roommate privately. We only issue deposit refunds when the unit is fully vacated.

Can a security deposit be used for the last month's rent?

No. You must pay your regular rent during your last month of tenancy. The security deposit is only used after you move out to cover damages or unpaid balances.