

CSW Associates Roanoke, LC

Wait List Policy

CSW Associates Roanoke, LC (“CSW”) maintains a Wait List for certain types of apartments for which there is no current availability. CSW maintains the Wait List as a courtesy to prospective applicants or current residents who are requesting to transfer between apartments within the CSW communities. CSW disclaims any and all liability for any claim of any type for any person who does not receive an apartment through the Wait List process.

Generally, as a Wait List apartment is expected to become available, CSW will begin contacting the prospective applicants in order on the current Wait List for that apartment type.

1. If needed, a Wait List is maintained for each type of apartment. A Wait List is not maintained for a specific floor plan, but will be maintained for designated non-smoking apartments. A prospective applicant may, upon specific request, be placed on the applicable Wait List for different types of apartments at either or both communities.
2. Calls are made from the Wait List based on the chronological date a person was placed on the Wait List based on CSW’s understanding of the request from the prospective applicant. The position on the Wait List may not be transferred to another person.
3. When the prospective applicant is contacted by CSW, CSW will give the prospective applicant seventy-two (72) hours from the first attempted contact to pass or accept the available apartment. CSW will make at least three attempts to contact the prospective applicant before moving to the next prospective applicant on the applicable Wait List.
4. If a prospective applicant passes on a particular apartment(s), he or she will remain on the applicable Wait List for future apartments unless he or she asked to be removed from the applicable Wait List.
5. If the contact information for the prospective applicant that was provided is no longer valid, CSW, in its sole discretion, may remove the person from all Wait List(s).
6. Multiple apartments may be offered at one time, but a prospective applicant on the applicable Wait List may only select one apartment.
7. If the prospective applicant wishes to take an apartment offered from the Wait List, he or she may provide verbal confirmation. But nonetheless, in order to hold the apartment, the prospective applicant(s) must submit within their 72 hour in which they are eligible for the apartment, the application(s) and associated fees(s) AND pay the application deposit to actually reserve the desired apartment. **Only the application deposit reserves the apartment.** The applicant(s) must promptly provide any additional information to complete the review of the application(s). The application deposit is refundable if your application is denied.
8. If a prospective applicant has verbally accepted an apartment but is not able to complete the application and/or pay the application deposit in a timely manner, the apartment will be released back to the Wait List (or general inventory if the Wait List has been exhausted). If the prospective applicant is subsequently able to satisfy all requirements, the prospective applicant

may be granted the applicable apartment initially offered if still available (not taken by another prospective applicant from the Wait List, not currently offered to another prospective applicant on the Wait List, and not subject to a deposit from general inventory).

9. Apartments subject to the Wait List reflect high demand apartments. Often, the prospective applicants on the Wait List are called in anticipation of an apartment becoming available (since these apartments are not expected to be available to the general public). As a result, an application deposit can only reserve an apartment for *up to three (3) days after the apartment ready date*. If no one takes the apartment from a Wait List call, the apartment will go into general inventory and then you would refer to the section on Taking Possession of the Apartment in the Application Criteria. Keep in mind, calls for the Wait List are almost always made in anticipation of the actual availability of the apartment.
10. If the Wait List is exhausted and the apartment is not rented, the apartment will be placed in general inventory and made available to the general public. A prospective applicant who previously declined availability (or was unable to timely submit required documentation and payment) from the Wait List, may then rent the apartment from general inventory if that the apartment is still available (subject to the standard Application Criteria).
11. See also the Transfer Policy if applicable.

