

CSW Associates Roanoke, LC

Wait List Policy

Effective December 1, 2022

CSW Associates Roanoke, LC (“CSW”) maintains a Wait List for types of apartments for which there is no current availability but consistent demand. 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. The wait list is a convenience—it does not create any landlord-tenant relationship or give the person(s) on the wait list any rights under law (current residents retain independently any rights they have). CSW disclaims any and all liability for any claim of any type for any person with respect to the application of the Wait List process, or any dispute regarding the same.

Generally, as a Wait List apartment is expected to become, or can be reasonably forecasted to be, 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 the person may make this notation, a request of no steps, or the like. A prospective applicant may, upon specific request, be placed on the applicable Wait List for different types of apartments at either or both communities at the same time (i.e. the person may request to be on the 3BR waitlist at both Chateau Riviera and Brandon Point Apartments).
2. Calls are made to persons on 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. If, based on the requests made (e.g. no steps), CSW may “skip” a person on the list if the anticipated apartment would not meet the objective criteria requested.
3. When the prospective applicant is contacted by CSW, CSW will give the prospective applicant **forty-eight (48) 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 or appears to be 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. From that point (which would be within 48 hours from first attempted of contact by CSW), the prospective applicant(s) must, within three (3) days, submit the following: (i) the completed application(s) with associated application fee(s); (ii) the

associated application documentation (income verification, bank statements, etc.); and (iii) pay the Application Deposit. **Only the Application Deposit reserves the apartment.** The Application Deposit is refundable if the application is denied, but otherwise is non-refundable because the Wait List apartment is in demand and CSW would be materially harmed by any delay in renting the apartment.

8. If a prospective applicant has verbally accepted an apartment but is not able to complete the application and/or pay the Application Deposit within the three (3) day period, 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 the general public).
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 ten (10) days after the apartment is made ready or is otherwise available* (e.g. if the apartment is ready for move in, the person taking the apartment would have ten (10) days from paying the Application Deposit to take possession of the apartment). Keep in mind, often calls for the Wait List are made in anticipation of the actual availability of the apartment. So, a prospective applicant generally has more advance notice before the required date for possession (but that is not guaranteed).
10. If the Wait List is exhausted and the apartment is not rented, the apartment will be made available to the general public.
11. See also the *Transfer Policy* if applicable.
12. Apartments that become available as a “Re-rent” are not subject to this Wait List Policy. In the event of a re-rent that would otherwise be subject to a wait list, CSW may or may not choose to contact any or all persons on any reasonably associated wait list.
13. CSW reserves the right to deem an otherwise eligible apartment as not subject to the wait list (e.g. such as if another existing tenant needs to be moved for a maintenance issue, etc).

BRANDON POINT
◀ APARTMENTS ▶

Chateau Riviera
— Apartments —