

CSW Associates Roanoke, LC

Transfer Policy

Occasionally, a current resident will request a transfer from his/her current residence to another residence within the community or the sister property and there is a maximum of two (2) transfers during current residency. Note that the Transfer will be considered based on availability; if there is a wait list for a particular type of apartment, the resident requesting the transfer will be placed on the wait list (he or she cannot be given priority) and will be subject to the wait list provisions.

If a resident is interested in a transfer, contact the Resident Manager and complete a Transfer Request Form. The guidelines below apply to all transfer requests. The transfer may be within the same community or the sister property.

Requirements for Transfers

- The lessee(s) requesting the transfer must have been a lessee for at least one year prior to the transfer date
- The resident must have and maintain a zero account balance throughout the transfer process
- A minimum one (1) year lease is required for the new apartment
- If there are multiple Lessees in the original apartment, and not all the Lessees are transferring, then those Lessee(s) remaining in the original apartment will have to re-qualify to remain in the original apartment (post transfer) in addition to the qualification of the transferee(s) for the new apartment
- The resident must pay market rent and fees for the new apartment (including any applicable fees or deposits)
- CSW will complete an inspection of the original apartment in connection with the review of the Transfer Application; if the original apartment is not in satisfactory condition or does not remain in satisfactory condition, the Transfer will not be approved. Note: this inspection is distinct from the inspection process associated with the move-out from the original apartment
- The transferee(s) will have to complete the application process for the new apartment
- Deposit(s) (if you are subject to a grandfathered deposit structure) and non-refundable pet fees cannot be transferred from the original apartment to the new apartment; any deposit for the original apartment will be processed in due course following the move-out from the original apartment, assessment of damages, if any, and the like; for the new apartment, the transferee will be subject to the then applicable deposit/non-refundable fee structure (i.e. if the transferee has one pet, and transfers, then the transferee is subject to the fee structure at the time of move in to the new apartment; the transferee will also be subject to the market rate for the monthly pet rent)
- The transferee must establish electric/gas service in the new apartment as of the date the transferee takes possession of the new apartment and maintain electric/gas service in the original apartment through the date the transferee retains possession of the original apartment
- The transferee may remain in the original apartment for up to one full calendar month after taking possession of the new apartment; for example, if the transfer date is April 15th, the transferee may remain in the original apartment only through May 31st. **Note: The rental amount on the original apartment must be kept current (including any month-to-month fees, if applicable).** As a reminder, you must keep electric and gas (if applicable) in your name in the original apartment until possession of the original apartment is returned to CSW.
- If the original apartment is not vacated by the time period set forth above, a penalty of \$50.00 per day will be assessed and immediately due over and above the required rental amount (with month-to-month fees).

Steps in the Process

1. **Transfer Form Submitted** to CSW (Transfer request may be denied at this time)
2. **Inspection of Current Apartment**—CSW will conduct an inspection of your current apartment; if, in the sole discretion of CSW, your current apartment has not been maintained in an appropriate manner, the

Transfer Request may be denied; if the Application Deposit has already been submitted for the new apartment, the Application Deposit for the new apartment will be refunded

3. CSW provides Notice of a Potential New Apartment

Application---Lessee(s) must submit application (and meet all resident screening requirements) for new apartment based on current information; (respective) application fee(s) for Lessee(s) and Occupant(s) must be paid; Lessee may need to submit the application deposit prior to the application review to secure the apartment; if the application is denied, any deposit already accepted for the new apartment will be refunded

Deposit—the new apartment **is not reserved until CSW has accepted the Application Deposit**; the deposit will be considered the Application Deposit to secure the new apartment, which will then convert to the security deposit when the transferee is given possession of the new apartment; however, if possession of the apartment is not taken in the time required, the Application Deposit may be forfeited and the apartment made available to another party. Wait list provisions, if applicable, apply. Also recall that, at the time the Application Deposit is submitted, the move in date may be in the future and the exact apartment not known (until a later time).

4. The New Apartment is ready for possession

Time Period—The time period in which the transferee must take possession is based on the standard application process.

5. Possession is Taken of New Apartment

Additional Fees--At the time of possession, any remaining fees must be paid to take possession.

Execution of New Lease—Lessee(s) are required to execute a new lease and associated documents.

Relinquishment of Original Apartment—Per the guidelines set forth above, the original apartment must be relinquished within the required time period or be subject to additional fees as outlined above.

Medical Transfers

If there is a transfer request based on medical need or documented disability, the one-year tenancy requirement may be waived in CSW's discretion. The request is subject to availability and will be reviewed based on the facts and circumstances; there must be a determination of disability or permanent medical condition which is supported by an explanatory letter from the treating physician on the physician's letterhead in order to be considered. The general guidelines above apply except for the one-year tenancy requirement.

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