

# **VELO APARTMENTS, EUGENE, OR**

## **FAQ PAGE**

### **How do I apply?**

You can apply through our website by clicking the “Apply Now” button on our homepage, or by browsing our available floor plans and selecting a specific unit. If you prefer a paper application, please contact the leasing office for assistance.

### **What documents or information do I need to complete the application?**

You’ll need to provide basic personal details, employment information, and rental history. Proof of income is also required and may include two recent pay stubs, an offer letter, or six months of bank statements. Other forms of income verification may be accepted; please contact the office with any questions.

### **What is required to hold and secure an apartment?**

Once your application is approved, a \$200 holding deposit is required within 24 hours to reserve the apartment in your name. This amount will be applied toward your security deposit at move-in.

### **What is your pet policy?**

We are a pet-friendly community! There is an additional \$400 refundable security deposit and a monthly pet rent of \$35 per pet. Breed restrictions apply; please review our rental criteria during the application process or contact the office for more details.

### **Are utilities included in the rent?**

No, utilities are not included in the rent. Water, sewer, and trash are billed through the resident portal and paid along with rent. Electricity is paid directly to EWEB (Eugene Water & Electric Board).

### **What is the current application fee?**

The application fee is \$10 per applicant.

### **How long does the application process take?**

Applications are typically processed within 24 hours. Processing time may be longer if additional documentation is required.

### **Is there an income requirement?**

Yes, applicants must have a gross monthly income of at least 2.5 times the stated rent.

### **Do you accept guarantors?**

Yes, we accept guarantors. You can invite a guarantor to apply through the online application portal. Guarantors must complete a separate application and meet a gross monthly income requirement of 4 times the quoted rent.

### **Is there a charge for parking?**

Yes. Each apartment home has one reserved parking spot which currently costs an additional \$20 a month.

### **Is there covered parking?**

There is no covered parking at Velo.

### **How late is the fitness center open?**

Our fitness center is in the clubhouse and is open 24/7 exclusively for residents.