



6265 Lehman Drive
Colorado Springs, CO 80918

Phone (719) 260-8216

Fax (719) 494-1219

FREQUENTLY ASKED QUESTIONS

1) **How do I report a maintenance problem?**

If you need routine maintenance during regular business hours (Monday – Friday 9:00 a.m. – 5:00 p.m.) you may call our office at 260-8216, and report the problem. You may also fax us a request at 494-1218 or email the report: robin.gardner@courtneyandcourtney.com To report emergency maintenance needs after business hours and on weekends please page us 443-0131. For police or fire emergencies, dial 911 before calling Courtney & Courtney.

2) **Can I be charged for maintenance at the property?**

Yes, if the maintenance is discovered to be caused by tenant damage or neglect, you will be charged for it. Also you can be billed for a service call if you miss the appointment.

3) **Can I sub-lease the property?**

No. The lease agreement clearly states that sub-leasing is not allowed.

4) **At move out can I rent a steam cleaner and clean the carpets myself?**

No. This item is also addressed in the lease. We will have the carpets professionally cleaned ourselves.

5) **Can I get a pet after moving in?**

Not usually. Our properties are generally “No Pets” properties. For more information, please contact your property manager.

6) **Can I install cable if the unit is not cable ready?**

Yes, however you must first obtain written permission from Courtney & Courtney to do so. All costs of cable installation are the responsibility of the tenant.

7) **Can I install extra telephone lines?**

Yes. All costs of installing extra telephone lines are the responsibility of the tenant.