

Frequently Asked Questions

Are pets allowed?

Pets may be allowed under some circumstances. Typically there is a monthly pet fee and additional security deposit charge for a pet. All tenants must agree to be responsible for a pet and sign a pet agreement. Please ask the property manager if your property is pet friendly!

Can I use a credit card or check card to pay rent?

*Yes, you may go to our website at www.jhrellc.com and click "**Pay Rent Online**". Or call 1-877-390-7368 and a Payment Service Network (PSN) Representative will assist you with your payment. We cannot process these at our main office. You must be a current resident to use this feature.*

I am on a lease with my friends, can I pay my portion of the rent or do we need to pay with one check?

If you are on a joint lease with other individuals we would prefer that you and your roommates made one payment of the full amount for your rent.

If your office is not open can I still pay rent?

Yes, we have a rent drop box right next to our front door so you can always make a payment at any time on any day. You may also pay online.

What is a 5-day notice? "To pay rent or quit"

*A "5-Day Notice" requires a tenant to pay the outstanding balance on their account within 5 days or vacate the property. If the balance is paid on time, the tenant does not have to vacate. A "5 Day Notice" maybe related to other infractions against your residential lease agreement. Please contact Johnson & Hellekson Real Estate, LLC with any further questions or clarifications and let us work with you regarding any payment issues. * NOTE: vacating under a 5-day notice does not release the tenant from the lease terms & obligations of lease.*

When is rent due?

Rent is due for all tenants on the first (1st) of each month. Rent that is mailed must be postmarked by the 1st of each month to avoid late charges. See your lease for other specific details.

When is your office open?

The Office of Johnson & Hellekson Real Estate, LLC is open Monday through Friday from 8:30am to 5:00pm. We are closed on the major holidays.

What if we have an emergency situation?

For life threatening emergencies please call 911.

The office has 24/7 emergency maintenance service. Please call 920-261-6311. Or you may contact your on-site manager for assistance.

How many people are allowed in a unit?

- Studio - 1 person
- 1 Bedroom- 2 persons
- 2 Bedroom- 4 persons
- 3 Bedroom- 6 persons (max)

What if I need to break my lease?

It is strongly recommended that you review your lease. If you vacate prior to the expiration of your lease, please keep in mind you would be responsible for the reimbursement of any rent incentives received if you are in the first year of your lease, all rent, utilities and a proportionate share of advertising as well as any other costs associated with the re-renting or the attempt of re-renting the premises until such a time that we are able to locate a suitable replacement tenant, or until the expiration of your lease, whichever comes first.

If you have not already done so, send us written notice as to the specific date you will be moving so that we may begin our efforts to re-rent the premises.

Please call the office if this is indeed the course of action you need to take.