



## BILLING FAQs

### **What is the AvalonBay Customer Care Center ("CCC")?**

- The AvalonBay Customer Care Center is Avalon's service center that handles all things financial in nature – billing, payments, deposit processing, etc.

### **When is the CCC open?**

- Our service center is open Monday – Friday 8:30am – 8:30pm and 12:30 – 5pm (EST) on Saturdays.

### **What is the best way to contact the CCC?**

- The CCC can be reached toll free at 877-547-5473, via email at [customercarecenter@avalonbay.com](mailto:customercarecenter@avalonbay.com) or via fax at 757-486-1063.
- If you are seeking rent verification please fax your request to 757-486-1931.
- Please do not include any correspondence with your rent payment as your payments are sent to a bank lockbox.
- If you are sending a written request to the CCC please include your account number.

### **After I send an email to the CCC, when should I expect an email response?**

- Emails received by the CCC, Monday – Friday during our open hours, will be responded to within 1-2 business days.
- Emails received by the CCC, on the weekend, will be responded to by Monday close of business.

### **When is my rent due?**

- All rent must arrive by the 1st of each month for that month and rent is considered late on the 2nd. In the event that rent is delayed in the US mail, we provide a grace period for late fee posting. The grace period varies by location and can be found in your lease.

### **Where do I mail my rent?**

- You will receive a statement each month with a bank P.O. Box address for payment.
- We are unable to accept rent payments at the community. All payments must include your account number on the memo line for proper posting. On-line bill pay services can also be used but please ensure that the delivery date is listed for no later than the 1st of the month and that the full account number (including "dashes") is entered.



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### **Can I make a payment by credit card?**

- Yes, we accept VISA, Mastercard and Discover. These payments must be made by phone by calling our Customer Care Center at 877-547-5473. A small transaction fee applies for all payments made by phone.

### **Can I make a payment on-line?**

- Yes, all non-corporate residents may utilize our resident-only website, [www.AvalonAccess.com](http://www.AvalonAccess.com) to pay rent for free via your bank account. One-time (single payments) or recurring payments (i.e., pays the balance due each month) can be made on [www.AvalonAccess.com](http://www.AvalonAccess.com). These services are only allowed for accounts in good financial-standing.
- Please note, new residents can only make on-line payments after move-in.
- Please also note that a single on-line payment (not recurring) can be made for the pro-rated rent in the month in which a resident vacates.

### **Can roommates set-up monthly recurring split payments on-line?**

- No, residents can only set-up one monthly recurring payment per apartment home.

### **What happens if my rent is late?**

- Accounts that are not paid in full and on-time will be charged a late fee (this amount can vary and you should refer to your lease agreement for the exact charge). This late fee must then be paid promptly to avoid any late fees on the balance. If the rent is significantly late (e.g., after the 3rd of the month), a late rent notice will be posted to your door and then legal action will commence soon thereafter. Once legal action has commenced, or if we receive consistent late payments, all payments including legal charges will need to be in certified funds or via credit card.

### **Can I review my account balance on-line?**

- Yes, your current account balance can be viewed on-line at: [www.AvalonAccess.com](http://www.AvalonAccess.com). You will also receive a monthly statement mid-month with your balance as of the mailing date.

### **Who should I contact if I have questions regarding a pro-rated rent balance due?**

- Please call the AvalonBay Customer Care Center at 877-547-5473.



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### **What are my options for paying my final month's rent?**

- Please send your final month's pro-rated rent to the bank P.O. Box address listed on your monthly statement by the 1st of the month.
- If you are enrolled in recurring payments on Avalon Access, this will expire the month prior to your vacate date. Please mail your last month's pro-rated rent (to the bank PO box referenced above) or make a single on-line payment.
- Please note that this final payment cannot be deducted from the security deposit on hand.

### **If I transfer to another Avalon apartment, will my security deposit be transferred to the new apartment?**

- No, all transfers require a new deposit. Your deposit covers the current apartment you are living in.

### **How long will it take to receive my security deposit refund and what charges will be deducted?**

- Security deposits are processed according to the state guidelines and in most states, are processed approximately 28 days after vacating. The reconciliations are sent to the forwarding address that you provided in writing to the leasing office. Any remaining balance will be deducted from your deposit as well as any damage/cleaning charges incurred to prepare your apartment for the next renter that are considered over and above "normal wear and tear." We also deduct any remaining utility balances through our utility collections company, ISTA.
- Please note that final month rent must be paid on time to avoid late fees and/or legal action and cannot be deducted from the deposit on hand.
- Please take the time to complete your move-in checklist and note any damages. This form will later be compared to the move-out checklist to determine charges.

### **What actions can I take to maximize my security deposit refund?**

- Schedule your Initial move-out Inspection with your assigned Community Consultant. This will give you the opportunity to address any cleaning/damages prior to move-out.
- We will be happy to handle and schedule your apartment cleaning. Please ask your assigned Community Consultant about our reasonable cleaning charges.

### **If I have a roommate, can we have our security deposit refund check made payable to just one roommate?**

- No, all security deposit refund checks are made payable to all responsible residents listed on your lease.