

McDonnell Property Management LLC Frequently Asked Questions

Below we have listed McDonnell Property Management LLC frequently asked questions. If you have any questions regarding your lease or our company policies please scroll down this page for more information.

What do I do if I have a loud or problem neighbor?



Please follow this procedure:

1. Knock on their door and politely ask them to keep the noise level down.
2. If the problem continues contact your local police department and contact our company to let us know the details of the problem.
3. Our office will send out a 7 day notice for lease violation to the tenant who has been causing problems. This notice gives the tenant 7 days to correct the violation.
4. After the 7 days if the problem persists you will need to contact the police and get a report number after police arrive at the scene. Once you have the report number contact our office with that information and we will take further action. We **HAVE** to have the report number as that is proof that the tenant did not correct the problem.

Are we allowed to paint
our apartment?



McDonnell Property Management LLC does not permit tenants to paint or wallpaper their apartments. However, you are allowed to decorate the walls as you wish with pictures, wall clings, shelves, etc. If you have any questions on what you can or cannot do with decorating please contact our office and we will be happy to help!

I lost my keys. How much
does it cost to change my
locks? How much for an extra
key?



We understand how frustrating it can be if your key gets lost or stolen. Please contact our office immediately and let us know if you would like your locks changed or a replacement key. The cost of a lock change depends on the time it takes our maintenance crew to change the lock. The rate is \$35 per hour and the charge will include the time it takes to get to your location. If you would like an extra key, the cost is \$3.

What do I do if I have a pest control problem?

Please do not treat yourself. Self-treating can cause your problem to worsen. **Please contact our office immediately!**

What if I can't make my rent payment by the 5th?



ALWAYS make sure that you contact our office if you are going to be late on your rent. There is a \$60 late fee for any payment made after the 5th.

I need out of my lease early. Is there a fee for early termination? What is the process?



We understand that plans change and you are not always able to stick out your lease. If this is the case, please follow the procedures below:

1. Stop by our office and give us a signed letter saying that it is okay to advertise and show your apartment with a 24 hour notice.

2. We will begin showing your apartment to find a new tenant to take over your lease.
3. Once we have an approved application and hold deposit from the prospective tenant we will call you and set up a date and time for your move out.
4. Once we have your move out scheduled the new tenant will be scheduled for move in.

You are responsible for the rent until your lease is up or until the day a new tenant moves in.
