

Hampton Roads Rental - Owner FAQs

1. What services does Hampton Roads Rental provide?

We offer full-service property management, including tenant screening, lease execution, rent collection, maintenance coordination, legal compliance, and eviction handling in accordance with **Virginia's Residential Landlord and Tenant Act (VRLTA)**.

2. How do you determine the rental price for my property?

We conduct a comparative market analysis (CMA) based on recent rentals in your area, property condition, amenities, and current market trends in **Hampton Roads, Virginia**.

3. How are tenants screened?

We conduct a rigorous screening process that includes credit checks, employment verification, rental history, and a criminal background check. All screening follows **Fair Housing Laws** and VRLTA guidelines.

4. How and when do I receive my rental income?

Rent is collected on the 1st of each month, and funds (minus management fees and expenses) are direct-deposited to your account by the **10th of the month**, depending on bank processing times.

5. What happens if a tenant does not pay rent on time?

Late fees apply as per the lease agreement. If rent is unpaid beyond the **5-day pay-or-quit notice period (per VRLTA)**, we initiate legal proceedings for eviction if necessary.

6. Who handles maintenance and repair requests?

Tenants submit maintenance requests through our online portal. We coordinate with local contractors, ensuring competitive pricing and timely repairs. Emergency repairs (e.g., no heat in winter) are addressed immediately, as required by **VRLTA**.

7. Do you handle evictions?

Yes, we manage the entire eviction process, including serving notices, filing in court, and coordinating with law enforcement if necessary. We comply fully with Virginia eviction laws, ensuring landlords follow **VRLTA guidelines**.

8. How is the security deposit handled?

Security deposits are held in a **Virginia-registered escrow account**, per **VRLTA Section 55.1-1226**. Upon move-out, deductions are made only for unpaid rent, damages beyond normal wear and tear, and necessary cleaning. A full statement is provided within **45 days of lease termination**.

9. What fees do you charge for property management?

We offer competitive pricing, including:

- **Leasing & Admin Fee:** Covers marketing, showings, and tenant placement.
- **Monthly Management Fee:** A percentage of collected rent for ongoing services.
- **Maintenance Coordination Fee:** Applies only for larger projects requiring contractor bidding and supervision.

10. Can I use my own maintenance vendors?

Yes, but they must be **licensed, insured, and meet VRLTA repair timelines**. We also require them to follow our reporting and payment system.

11. Do I need landlord insurance?

Yes, we require all owners to maintain **landlord insurance with liability coverage**. Tenants are also required to carry **renter's insurance**.

12. How do you handle lease renewals and rent increases?

We review market conditions and tenant payment history **90 days before lease expiration**. If a rent increase is justified, we provide tenants a **60-day notice**, per **VRLTA Section 55.1-1253**.

13. What happens if my property becomes vacant?

We aggressively market vacancies on major platforms and through local networks. Our average time to fill a vacancy is **under 14 days**, depending on market conditions.

14. How do I get started with Hampton Roads Rental?

Contact us for a **free rental analysis**, sign our **management agreement**, and we'll handle everything else, from marketing to tenant placement and ongoing management.