

Frequently Asked Questions

What is the public wifi password?

The network is Circ Public Wifi. The network is open and there is no password.

Wifi can be accessed in the lobby and meeting room.

What is the mobile phone app for using the call box?

The app is called "Comelit". Residents should download the free app on their phones and register as a new account. You can then buzz guests and deliveries into the building using the app. The email address and phone number must match what management has in their system exactly.

Does the office accept packages?

Circ offers a Package Concierge. Mail carriers are instructed to place packages in the Concierge, not the leasing office. Residents will be alerted via text or email that their package has been placed in the Concierge and will be able to retrieve their package using a personal code or scanning the barcode in their notification.

Should a resident receive a package too large to fit in the Package Concierge, the delivery will most likely be left in the lobby area. It is the responsibility of the resident to retrieve the package within 3 days or storage charges will apply.

Are any utilities included with rent?

Utilities are not included. Circ Apartments will email your total balance, including water/sewer charges and any applicable fees (trash, pet rent, etc.) on the first of the month.

Water/sewer is metered and managed by a company called ConService. You will receive your water/sewer usage statement by email from ConService monthly. This balance will be paid to Circ Apartments directly with your rent (not to ConService).

Water/sewer is backdated by 2 months. When you first move in, you will not receive your first month of utilities until 2 months later. (September usage is billed in November, October usage in December, etc).

Electricity is metered by and paid to Dominion Power directly. You can contact Dominion at 1-866-366-4357 or www.dominionenergy.com. Your electricity account must be active by your move-in date and throughout your residency.

When is rent due?

Rent is due on the 1st of every month. Rent is considered late after the 5th of every month. Circ Apartments accepts online payments ONLY. No cash, personal checks or certified checks accepted.

What happens if my rent is late?

A late fee equal to 10% of the base rent will be charged at the beginning of business day on the 6th of every month.

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Why do I need renter's insurance?

You must maintain an active renter's insurance policy with at least \$100,000 in personal liability coverage. Additionally, the following must be listed as "additional interest" on your policy:

Insurance Tracking
PO Box 979159
Miami, FL 33197-9159

Renter's insurance not only covers the possibility of unexpected financial burdens for damage due to fire, smoke, or flood, but also covers your personal possessions for damages resulting from fire, theft, vandalism, or windstorm. Make sure to talk with your provider, since policy coverage may vary.

May I transfer to a different unit at Circ?

Circ Apartments wants to accommodate your changing lifestyle and we will gladly transfer you to another apartment. However, one must have lived in their current apartment for at least 6 months and have no late payments for at least 6 months to qualify to transfer. We can only accommodate transfers to a larger, or smaller apartment. Submit a transfer request with the leasing office and we will conduct a pre-move-out inspection of your current apartment. There is a transfer reservation fee of \$200 to hold the new apartment. No additional security deposit is required; your security deposit will follow you to the new apartment. We may require further income verification. Once your transfer request is approved, you will need to pay a non-refundable transfer reservation fee of \$300 if it is 30 days outside of your lease expiration date.

Does maintenance change light bulbs or air filters?

As most of the lights in the apartments are LED, our maintenance team can take care of that with a service request submitted. We do conduct preventative maintenance typically on a quarterly basis. We change filters and test smoke detectors inside every unit.

May I have my locks changed?

Yes, we will be glad to change your locks and provide you with new keys if you request them in a work order; however, per your lease, there is a \$35 charge for this service, and it can only be done during regular maintenance hours. We may ask for the payment upfront before the service is performed.

How much notice do I need to give if I want to decline renewing my lease?

Of course, we'd love for you to renew instead! A written notice 60 days prior to the end of your lease is required. If you miss the 60 day mark, rent will be pro-rated at the pre-determined month-to-month rate beginning the day after your original lease term ends for 30 days.

What if I need to break my lease?

For any reason other than fulfillment of the Military Personnel Clause in your lease agreement, you are required to submit a 60-day written notice, then pay a buy-out fee equal to two months' rent (and any concessions if they apply).

Frequently Asked Questions

May I add someone to my lease, such as a new roommate, friend, or family member?

Yes. The new tenant will be required to apply and pay the \$50 application fee and pass our rental requirements the same as every other lease holder. Once approved, we will create a new addendum to your lease which must be signed by all current lease holders, the new lease holder, and Circ Management. An additional security deposit may be required based on the new resident's credit/background check.

May I get a pet after I move in?

Yes! We are a pet friendly community. Before you get the pet, you must fill out a pet application with the office and pay the current pet fees. Please be advised that certain breeds of dogs are restricted. If a pet is found in your apartment without proper approval from the office and payment of the pet fees, you will be subject to a \$300 fine. Please see the pet policy for more details.

What can we put on our patio areas?

1. All patios must be kept clean and free of debris
2. You are allowed one table and no more than 2 chairs that are manufactured for outdoor use (only).
3. The use of tiki torches, propane heaters, and open flames are prohibited, unless in accordance with local fire codes/laws.
4. No rugs, towels, laundry, clothing, appliances, or other items shall be stored, or hung on patio
5. No writing on the brick walls of the building, no chalk written on sidewalks.
6. Maintain plants and keep area clean and organized
7. No awnings or umbrellas are permitted.
8. Dog waste bags are not to pile outside of door.
9. Any other outdoor patio items must be approved through management, and management has the right to ask for removal of any patio items including flags, signage etc.