



Auden Albany

FREQUENTLY ASKED QUESTIONS

What Does It Mean to Have an Individual Lease?

An individual lease provides each resident with their own separate lease agreement. That means you are only responsible for your rental installments and bedroom and shared common area. If a roommate pays rent late, transfers to a different unit or moves out, you have no financial worries. Your rent will not go up and you will not be held liable for any delinquent amounts owed by your roommate(s).

What Is an Installment?

The lease agreement reflects the total rent amount for the contracted period which is typically divided into 12 equal installments due August 1 - July 31. These installments do not represent the monthly rent amount and are not prorated.

Are Your Rates Per Person or For the Entire Unit?

Since we have individual leases, our rates are per person per installment.

When Are the Installments Due?

Installments are due on the first of every month per the payment schedule outlined in the lease agreement.

How Can I Make A Payment?

We accept checks, money orders, and cashier's checks in our office made payable to the community name. As an alternative payment option, we also accept credit card, debit cards, and payments online for your convenience. We are not able to accept cash.

What Is Included in My Rent Payment?

Rent installments include: Internet, water, sewer, trash & recycling, washer & dryer, and access to all of Auden Albany's amenities.

Do You Only Lease to Students?

We lease to anyone who meets our rental requirements.

How Does It Work with Financial Aid When Living Off-Campus?

If you live off-campus, the major difference is that the bursar will not charge you for your housing expenses. You will need to pay your housing expenses directly to us/the landlord, as outlined in your lease.

What If I Need to Break My Lease or Don't Return for The Spring Semester?

Auden Albany's lease is binding and cannot be broken. If you cannot live at Auden Albany after signing your lease, you will need to re-let. Please call the leasing office for information on re-letting.

What Is A Guarantor?

A guarantor is someone, usually a parent or family member, who will co-sign the lease with an applicant. As a co-signer of the lease, a guarantor assumes responsibility to pay the rent if the tenant fails to pay.

When Is A Guarantor Required?

All residents require a guarantor to complete the guaranty agreement.

What Paperwork Is Required with A Guarantor?

The guarantor will need to sign the guaranty agreement and provide proof of income that is greater than three times the rental installment. If the resident is not of legal age to execute a contract, the guarantor will be required to sign both the lease and guaranty agreement.

Do You Allow Pets?

Sorry, we are not a pet friendly residence.

Am I Allowed to Request A Specific Unit?

You can list your preferences on your profile card and housing application, and we will do our best to place you in the unit that fits those requests. All requests are served on a first-come, first-served basis and are taken in order based on the date your lease was received.

Can I Request Specific Roommates?

Yes. You can list the roommates you have chosen on your profile card when completing your lease. It is important that all roommates list each other and that requests are mutual.

Do You Have A Roommate Matching Service?

Yes. You will be asked to fill out a personal profile card when completing your lease contract. It will inquire about your

study habits, social habits, and hobbies to help us match you with residents who expressed similar preferences.

What If I Need Maintenance in My Bedroom or Apartment?

If you need maintenance, simply go to the resident portal on our website and fill out a maintenance request. You can also call or stop by the leasing office. If it's an emergency, please notify the leasing office immediately.

What Do I Need to Bring to My New Apartment?

We suggest that you bring: Bedding for a full-sized bed, toiletries, dishes/cookware, and decorations to make your new room feel like home.

How Do I Receive Mail and Packages?

Your mail will be delivered to your apartment's mailbox located on Auden Albany's property. Packages that are unable to fit in your mailbox will be delivered to the leasing office where you will be notified to come pick it up.

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