



1193 71st Street
Miami Beach, FL 33141

FREQUENTLY ASKED QUESTIONS

Early Termination Fee	Termination of your lease agreement prior to the end date will incur a penalty equal to 2 month's rent, as per your lease agreement.
Move Out	Tenants must notify our office and complete the Notice of Intent to Move Out package on the Tenant Web Access portal. In most cases 60 days prior notice is required, but you must refer to your lease agreement for any notice requirements. Follow the instructions in the UR Move Out Procedures to ensure your move goes smoothly.
Unit Transfers	Tenants cannot transfer to another unit while their lease is active. Tenants are only allowed to transfer within their existing property. Tenant must complete the Transfer Request Package and follow the UR Transfer Procedures. If interested in another property you must follow the normal leasing process by submitting an application on any of our available units .
Pet Requirements	No more than 2 pets allowed per unit, the combined weight for all pets cannot exceed 100 lbs. \$300 Refundable Pet Deposit + \$35 Nonrefundable monthly pet fee. No fees for Service Animals or ESA Restricted breeds: Pit Bull Terrier, Staffordshire Terrier, Rottweiler, German Shepherd, Husky, Malamute, Doberman Pinscher, Chow Chow, or any Wolf-hybrid or any other dog that has been known to have bitten anyone where the injury required medical attention.
Move Out Inspection	We do not schedule move out inspections with the tenant prior to move out. Move out inspection is conducted upon receipt of the unit key.
Security Deposit	Security Deposit will be processed after the move out inspection has been conducted. Allow 15 days for processing and receipt.
Move-In Checklist	Must be completed and returned within 48 hours of moving in. Email management@urbanresource.com
Resident Complaints	Refer to the Resident Web Access to report any complaints at the property. Email management@urbanresource.com
Parking (if applicable)	Vehicle must display the UR decal on the front window, be registered with our office, and park in their assigned space. Otherwise they will be towed at the owner's expense. Contact management@urbanresource.com to report any vehicle not parked in their assigned space.
Maintenance Service Issues	Login to the Resident Web Access to open a maintenance service issue work order or email management@urbanresource.com
Online Rent Payments	Login to the Resident Web Access to login to your account and process your online payment using your bank account. It's FREE! NOTE: Credit/Debit card payments will incur a third-party processing fee.
AC Filter Maintenance	Tenants are responsible for maintenance of their AC units by cleaning/changing their unit AC filters regularly.



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Mold Prevention	Tenants should maintain the temperature in their unit at 70 degrees Fahrenheit in order to prevent mold spores from forming inside the unit. Periodically you should open your windows to allow ventilation.
Rent Payments/Credits/Payment Arrangements	We only accept payment of rent or maintenance fees via the Resident Web Access . Email management@urbanresource.com if there are any questions.
Lease Renewals	Email Resident Services jesus@urbanresource.com to notify of your interest in renewing your lease.
Available Rentals	Visit the Urban Resource page for all available rentals .
Condo Questions or Issues	Email condo@urbanresource.com or refer to Resident Web Access to send a message.
After Hour Payments/Keys Returned	Tenants should drop off their rent payments and keys in the drop box located outside our office. Keys should be placed in a labeled envelope.
Noise Complaints	Refer to Resident Web Access to report noise complaints. After 10:00 pm or before 9:00 am please contact Code Compliance at 305-604-CITY. Email your complaint to management@urbanresource.com
Tenant Disputes	Refer to Resident Web Access to report any tenant disputes. Also refer to local police department at (305) 673-7900. Email your incident report to management@urbanresource.com

If there are any further questions or concern you may also contact our office.

Property Management Team
Urban Resource
(305) 403-2424

