Frequently Asked Questions Regarding the Tenant Application Process

Potential Tenant Application can be found here: **https://stack.twa.rentmanager.com/applynow**

How much is your application fee?
Our application fee is $40 for a standard background/criminal check. There may be an additional $25 fee if a more in-depth check is needed.

What is your pet policy?
We allow up to 2 pets per home, that need to be under 30 pounds. No exotic animals, dangerous animals, vicious breeds, or unruly animals allowed. No dog runs, houses or fences allowed. Each park has specific breed restrictions – be sure to review the rules and regulations regarding pets prior to applying.

What is the required income & minimum credit score?
Minimum qualifying income: 43% total DTI maximum. NO minimum credit score.

What is the approval based on?
1. Debt-to-income ratio (43% or less)
2. Background Check
3. Employment History
4. Rental History

How long is the approval process?
Approval takes 1-3 business days.

Do you cover maintenance?
1. The Community Owner is responsible for anything underground until it meets the connection that goes to the house.
2. The Homeowner is responsible for maintaining the connections from the ground going to the home, the inside and outside of the home, and landscaping.

Why do you need a criminal background check?
We do ***not*** allow violent or sexual crime criminals in our communities, so we screen via a background check.

What if I need maintenance done after I move in?
All repair & maintenance requests are handled directly by local employees or vetted service partners, and we use an online maintenance request system to track technician response times.

How can I pay my rent?
We accept rent payments through Paylease cards, which can be used at a number of local stores, including Walmart, Kroger, and H.E.B. Additionally, you can set up a Tenant Web Access profile, where you can pay online. Ask your property manager for more details.

Are utilities or lawn care included in the rent?
No. Tenants are responsible for all utilities and lawn care unless the home is in a neighborhood where those amenities are included in the Homeowners Association dues, which Stackhouse Properties pays for.