

Steward Mgmt Tenant FAQs

All leases vary in their own ways, so please check your lease agreement for details specific to your lease.

Q: When is my rent due and where do I pay rent?

A: Rent is due on the 1st of each month. Rent is paid online via the tenant portal Avail. The customer service number for Avail is (312) 292-9347 and their office hours are 9-5 central time.

Q: Is there a fee for late rent payments?

A: Rent received later than the 5th day after the due date, as specified in your lease, will incur a late charge. Please see your lease for specific late fee amounts.

Q: What is the best way to communicate with management? When can I expect a response?

A: For Steward Management email is strongly encouraged for all non-emergency based matters.

During business hours we will attempt to respond to every communication request within the hour but no later than 24 hours. Correspondence received after 5 pm M-F will be responded to the following business day.

Q: What is the best way to communicate with the repair team? When can I expect a response?

A: We have created an online, mobile friendly form that once completed is automatically sent to our maintenance team.

In a non-emergency situation, please allow up to three days for response time. If you have not heard from our office in five days, please contact management.

Q: What do I do if I am locked out?

A: You can call a locksmith at your expense, or give us a call during business hours and we will let you in.

Q: When do I have to give the notice to vacate?

A: Check your lease agreement for the exact time frame as it can be anywhere from 30 - 60 days written notice.

Q: What if I need to get out of my lease?

A: We understand that DC is a transitional city and circumstances change all the time. While you will still be held liable for the lease we will work with you to answer questions about how to find a replacement tenant. Contact your property manager immediately and they will assist you with the process. Expect to have to pay to break a lease.

Q: How fast will I get my deposit back after I move out?

A: DC law states that landlords have 45 days from the last day of your lease to return your deposit to you.

Q: Can I be charged for maintenance at the property?

A: In simple words – yes. However, this does not apply to every situation. If you notice damage it is best to put us on notice as soon as possible.