



Office Hours: Monday – Friday: 8:00 AM – 6:00 PM

Find us on Facebook @ThirdDayHomes

Leasing: 701-446-8804

Mailing Address: PO Box 5151 Fargo, ND 58105-5151

www.thirddayhomes.com

Email: john@thirddayhomes.com for general questions and maintenance

General Questions & Maintenance: 701-371-2778

Frequently Asked Questions

Here are a few answers to some commonly asked questions:

What do I do in an emergency?

For serious emergencies such as a fire, water leaks, gas leaks, illegal activity, etc., please contact the proper authorities such as 911, Fire Department, Police Department, Fargo Water Department, Xcel Energy, etc., then please call us immediately.

What can I do about a noisy neighbor?

If you have any problem or concern with a neighbor, you should first try to resolve the problem between yourselves before contacting the management. That is the best way to remain on friendly terms. However, if you are unable or uncomfortable in approaching your neighbor, please inform us as soon as possible. It is very likely that if you are being bothered, others probably are too. **If you should have noise issues between the hours of 10:00 PM and 6:00 AM, please contact the police department directly at 701-235-4493. They do enforce the city's noise ordinance laws and they will contact us the next day about the disturbance.**

What do I do if I am locked out of my apartment?

Lock out service is only available if we have someone available. The cost is \$20.00. After 6:00 PM you must contact a locksmith professional such as Curt's Lock N Key at 701-232-9440.

Do you have referral bonuses?

Yes! We will pay you a \$50.00 referral bonus if we successfully rent to someone referred to us by you.

I've blown a fuse. What do I do?

You should have received instructions when you moved in about how to change a fuse. If you need help, you can talk to John at 701-371-2778. It is best to call during normal business hours.

I've been transferred out of town. Can I get out of my lease early?

Yes and no. We understand that life is not always predictable, and we will work with you the best that we can. Legally, you will be responsible for your rent until the end of your lease or until we can get someone else to rent your apartment. It is in your best interest to help advertise and show your apartment. There will be a \$200 re-rental fee. This is negotiable depending upon your participation.

What do I do about a repair that needs to be done?

Please contact us during normal business hours for all repair requests. We would like to be informed of even minor problems before they become worse. Never use chemicals such as Liquid Plumber or Drano for clogged drains. This causes corrosive damage to the building. All repairs will be prioritized by management and will be attended to as soon as we are able. When informing us of needed repairs, please also let us know when you will be available to let in repair workers, or if we may use our key.

Why do you need to inspect my apartment?

Every few years, the City of Fargo requires apartment buildings to be inspected. They provide the building inspector, but we accompany him/her through every apartment. You will be given proper notice before the inspection occurs.

How much notice do I need to give before I move out?

Our standard lease agreement requires you to notify us at least 60 days before the end of your lease if you intend to move out. It is also best to notify us if you are planning on staying and continuing the lease for another year.