



Frequently Asked Questions

RENTERS.....

What is the application fee? Application fees vary by property. Please contact the property directly for fees.

What if I submit an application and change my mind, will I get my money back? No, if an Applicant changes his or her mind about the Apartment/Townhome the Deposit will be applied as liquidated damages to Management's loss of marketing time and will not be refunded to the Applicant.

Do you work with people with criminal history? We run a criminal/public background check on all applicants. Applicants who have a criminal/public record history may be rejected. We do take into consideration the age and severity of the offense. We participate in the crime free/drug free housing program.

Who is above my Property Manager? There is a Regional Portfolio Manager that oversees the property. You can reach this person by calling the Steven Scott office at 952.540.8600.

Is there anywhere else to submit a complaint? Yes, please email the details of your issue to concerns@steven-scott.com.

Who may I speak to for corrections and/or a replacement of my CRP? The office for the community where you reside can assist you.

When will the Maintenance Technician be coming into my home? We do our best to respond to a maintenance request within 48 hours. We respond to requests on a first come first served basis unless there is an emergency (i.e. – a flood and in that case that service request would be taken care of first).

Who should I call for a maintenance request? You should contact the community office where you reside by calling them or logging into the property website. If you call and reach the voicemail, follow the instructions on the voicemail to leave a message. If you are submitting the request through the on-line resident portal this system automatically contacts the on-site team with your request and is accessible 24/7.

Who should I call for an After Hours Emergency Request? Maintenance Emergencies should **not** be submitted on-line. Call the property and you will be directed to call the maintenance emergency number.

Who has to be on the lease? We require all residents 18 and older that will be living in the apartment/townhome to be listed on the lease.

HUMAN RESOURCES

Who may I speak to in HR? You can call 952.540.8600 to speak to someone in our Human Resource Department.

When will I get a call back? We do our best to return phone calls by the end of the following business day.

Do you have any job openings? You can view a complete listing of our open job postings at www.steven-scott.com/careers.

I applied for a job with Steven Scott Management. When will I hear back? Once you have applied on-line for an open position a member of the Human Resources Department will contact you if they feel you are a fit for the open position.

VENDORS

Who should I speak to about becoming a preferred vendor? You should send your information and interest to vendors@steven-scott.com.

Who do I speak to if I have a question regarding vendor insurance? You will contact the property office that would like to hire you as a vendor.

Who do I speak to regarding a past due invoice? You should contact the property that placed the order.

.....

Thank you for your interest in Steven Scott Management. If you have further questions which are not answered here, please call us at 952.540.8600.