



FAQ

Find answers about touring, applying, qualification, pets, and moving in. Requirements and available promotions may vary by home, owner, or association. For a specific property or application, call or text our Leasing Department at 904-599-3630.

Find and tour a home

Where can I see available homes?

Browse current listings at www.Jaxpm.com. Availability changes, so contact Leasing to confirm a home's status.

Can I tour a home myself?

Many homes offer self-tours through Rently. Identity and selfie verification are generally required. Access and tour hours vary by home.

What does Pre-Lease Today, Tour Later mean?

Some homes can be leased before they are rent ready for touring. When the home is ready, the approved applicant may tour it. If you have concerns after the tour, contact Leasing to discuss available options.

How do I know an advertisement is legitimate?

Lighthouse does not advertise on Facebook Marketplace or Craigslist. Check the listing at www.Jaxpm.com or contact our office before paying anyone.

Apply and qualify

Who needs to apply?

Every prospective occupant age 18 or older must complete an application and screening. Children under 18 must be listed as occupants with their full legal names and dates of birth.

What is the application fee?

The general application fee is \$75 per adult and is non-refundable unless a specific promotion says otherwise. Some associations require a separate application and fee.

What identification and income documents will I need?

Adult applicants must provide a government-issued photo ID and Social Security card. Income must be verifiable. Depending on your situation, we may request pay stubs, bank statements, tax returns, an employment offer letter, IRS Form 1099s, or other documentation. Self-employed applicants may be asked for two years of tax returns or 1099s and/or bank statements.

How much income do I need for standard approval?

For standard approval with a 1 Month Deposit, applicants need combined gross income of at least three times the monthly rent. For a \$1,500 home, that is at least \$4,500 in combined gross monthly income.

Do you accept guarantors?

Lighthouse may require a co-signer or guarantor in some cases. Under the standard criteria, a required guarantor must have gross income of at least four times monthly rent. Use of a guarantor for a particular application is subject to review.

How much rental history do I need?

Standard approval requires at least two years of rental history. We may contact prior landlords about rent payments, notice to vacate, complaints, returned payments, unpaid balances, damage, and the condition of the home at move-out.

Do you run credit and background checks?

Yes. Adult applicants are screened for credit and background history. Our standard criteria do not allow an eviction within the past five years or outstanding landlord debt. Any bankruptcy must have been discharged for at least three years for approval under the standard criteria.

What are the criminal background criteria?

Our published criteria address misdemeanor convictions involving violence, assault or battery, drugs, or firearms; felony convictions within the past five years; and sexual offenses. Certain court dispositions may require further documentation and review. Contact Leasing with questions about your individual circumstances.

What if I do not meet every standard requirement?

You may submit a request for an exception in writing to the rental agent for consideration by the property owner. Exceptions are not guaranteed. An approved exception may require an additional deposit, a guarantor, or advance rent.

Deposits and moving in

How much is the security deposit?

The minimum security deposit is generally equal to 1 month's rent for applicants who meet the standard approval criteria. Depending on screening results and approval conditions, an additional security deposit may be required. The security deposit is separate from rent.

Does approval hold the home for me?

Approval alone does not secure a home. The required deposit is generally due within three business days of approval, and homes are generally secured in order of paid deposit.

How long can I hold a home with my deposit?

Generally up to 30 days. Move-in must occur by the 30th day unless the owner approves an extension. If a holding or good faith deposit is required, the terms of the applicable agreement explain when it is applied to the security deposit or forfeited.

What are the move-in costs?

Plan for the security deposit, the \$175 lease administration fee, the full first month's rent, and any applicable pet or association charges. When applicable, prorated rent is generally charged in the following month. Procedures may differ for move-ins on or after the 25th; Leasing can confirm your exact amount.

How do I pay my move-in funds?

Move-in funds must be paid by certified funds, such as a cashier's check or money order.

How quickly can I move in?

Move-in generally cannot occur sooner than 72 hours after the deposit is paid. Your lease, funds, utilities, and other move-in requirements must also be complete.

Can I change my move-in date?

Generally, one date change may be permitted with at least 48 hours' notice. Contact Leasing to confirm the change.

Where do I pick up my keys?

Keys are generally picked up at the Lighthouse office on your scheduled move-in date after all requirements are complete.

Do I need to set up utilities?

Yes. Arrange required utilities in your name for activation on or before possession and provide confirmation if requested. Resident utility usage while service remains in Lighthouse's name may be charged back.

Pets and assistance animals

Are pets allowed?

Pets may be allowed at certain homes with owner approval. Rules, charges, and restrictions can vary by property.

What are the usual pet charges?

The general policy is a \$250 non-refundable pet fee per approved pet and \$25 monthly pet rent per approved pet, generally with a two-pet maximum. Confirm the policy for the home you want.

Which dog breeds are restricted?

American Bulldog, Akita, American Stafford Terrier, Bull Terrier, Bullmastiff, Chow, Dingo, Doberman Pinscher, Giant Schnauzer, German Shepherd, Mastiff, Husky, Shar-Pei, Ovtcharka, Presa Canaria, Pit Bull, Rhodesian Ridgeback, Rottweiler, Neapolitan Mastiff, and Wolf or Wolf Hybrid. A breed's absence from this list does not guarantee pet approval. Ask Leasing about mixed or uncertain breeds.

What if I have an assistance animal?

Assistance animal requests are considered through our reasonable accommodation process rather than the standard pet policy. Approved assistance animals are not subject to pet fees. Contact Leasing for help with a request.

Vouchers, specials, and associations

Do you accept Housing Choice Vouchers?

Vouchers may be accepted at certain homes, subject to program requirements, the approved shopping range, and property review. If the home's bedroom count differs from your voucher, written confirmation from your caseworker may be needed.

Do you offer move-in specials?

Some homes have promotions with specific deadlines and conditions. Check the listing and ask Leasing to confirm the current offer and whether it can be combined with another promotion.

Do I have to pay HOA dues or fees?

The owner covers all annual HOA dues. Tenants may be responsible for costs related to amenity access, tenant-related violations, and other tenant-specific charges. Some homeowners or condominium associations also require separate approval, application fees, deposits, documents, or additional processing time.

Questions about a specific home or application

Visit www.Jaxpm.com or call or text Leasing at 904-599-3630. Application decisions, exact move-in totals, property rules, and any requested exceptions are confirmed through the applicable review process.

Lighthouse conducts business in accordance with the Fair Housing Act and does not discriminate on any basis prohibited by law.