

Apartment Showings FAQ

To ensure a smooth and respectful process while your apartment is being shown for re-rental, please review the following frequently asked questions (FAQ). These policies help protect your rights, your pets, and our prospective tenants during scheduled showings. If no one shows up for a scheduled showing (which often happens) entry is not made and no notification is provided.

1. What is a 12-Hour Notice to Show the Apartment?

Under Wisconsin law (Wis. Stat. § 704.05(2)), landlords may enter your apartment to show it to prospective renters with at least 12 hours' notice, as long as the entry occurs at a reasonable time (typically between 9:00 a.m. and 6:00 p.m.) Notice is provided by text or email. Make sure you update your contact information with your landlord if there are any changes.

Important: A 12-hour notice is not a request—it is legal notice of entry. You do not have the right to deny access once notice has been given. You do not need to be present for the showing.

2. What If I Work Second or Third Shift?

We understand that tenants who work second or third shift may sleep during the day. If this is the case we will make reasonable efforts to respect your rest hours. Please submit a “Do Not Show” schedule (e.g., “No showings before 2:00 p.m. on weekdays”), and we will do our best to accommodate. However, please note that many prospects work 9–5 and are only available to view apartments after 5:00 p.m. Some evening showings may be necessary.

3. How Should I Prepare the Apartment for Showings?

To help your unit rent faster and reduce how often it needs to be shown please make sure it's clean and presentable: Remove trash and food waste, put away dirty dishes, make all beds, tidy floors and surfaces, ensure that light bulbs are working, eliminate pet or food odors. The better your apartment shows, the fewer showings. It is recommended that you put away any cash, jewelry or other valuables.

4. What If I Have a Cat or Dog?

If you have any pets or ESAs, please follow these important steps:

Secure all dogs in a crate, kennel, or remove them from the unit during the showing. Make sure cats are safe indoors and cannot slip out the door. Place a visible note on the inside of your front door that clearly states: “Dog inside – crated” or “Cat(s) inside – do not let out” or similar language based on your situation.

5. What Happens If I Don't Comply?

Refusing entry after proper notice, failing to manage pets, or allowing the apartment to remain in poor condition may result in a 5-Day Notice to Remedy or Vacate due to lease violation. Repeated issues may lead to termination of your lease.

If you have an emergency please contact our office. We're happy to work with you within reason. Thank you for your cooperation and help in keeping the showing process safe, respectful, and efficient.