



## **WELCOME !!**

**We are pleased to welcome you as a new RentLife® Property Management Resident! To make your move-in a smooth transition, please read the important information below.**

### **Rent/Payment Methods:**

All rent payments are due on the 1st day of each month. Any rent payment not received by the 3rd of the month at 11:59 pm will be considered late, and a late fee will be charged. We do not make exceptions for late rents.

1. Pay online at [www.RentLifePM.com](http://www.RentLifePM.com) and click 'Tenant Portal Login' to set up a one-time or recurring payment.
2. Acceptable forms of payment are Direct Deposit via Online Portal. Cash is not accepted. If you pay with a Check, you will be charged a Check Processing Fee of \$ 25.00 per check.

### **Maintenance / Repair Requests: \*\*In the event of an emergency, call 911\*\***

1. All non-emergency maintenance requests may be made through your tenant portal. To submit a non-emergency maintenance request, visit our website at [www.RentLifePM.com](http://www.RentLifePM.com) and click 'Tenant Portal Login.'
2. If you are unable to submit your maintenance request online, you may call our maintenance phone line at 832-562-3600.
3. For any after hour emergency, call 832-562-3600.

*An emergency request to the above number should only be made if health or safety is threatened or damage to property is being caused. For example, no heat or hot water in winter is an emergency; no A/C in the summer is NOT an emergency. A leaking water heater is an emergency, but a drippy faucet is not.*

### **Utility Transfers:**

Our FREE concierge Utility Service, Citizen Home Solutions, will be contacting you by phone to help set up your utilities. This is a free service to assist you with connecting utilities, cable, internet, and other services needed according to your area. If you have not heard from Citizen Home Solutions, please feel free to go to their website at <https://myfreeconnection.com/rentlifepm/> to set up your utilities. Check out this video [https://www.youtube.com/watch?v=8\\_aADkBTX2s](https://www.youtube.com/watch?v=8_aADkBTX2s) to learn how they can assist. Please remember that it is your responsibility to ensure your power, gas, water, etc., have been connected to your name by the start date of your lease agreement. This will ensure you do not have any disruption of utility services when you move in. Service not transferred into your name within 3 days of move-in may encounter a disconnection of service.

### **Property Visit:**

RentLife® Property Management does conduct regular property inspections on each property. You can expect to hear from us in the coming months to schedule a brief walk-through of your home.

### **Questions?**

Contact your Resident Services Coordinator Mark Kallus at 832-562-3600, or e-mail at [mark@RentLifePM.com](mailto:mark@RentLifePM.com)