



Welcome to your new home! We at PMI Made Simple we hope you enjoy your stay and we look forward to working with you!

Here is some helpful information:

Property Managers:

You can contact your property manager through your tenant portal via the conversations feature. You may hear from them occasionally about maintenance, inspections, and questions.

In fact the most effective use for communications is your Tenant Portal, so you will want to make that your main priority for contacting them.

Paying Rent:

Below, we have listed some payment options for you.

Please note: **WE DO NOT ACCEPT CASH.**

- You can always pay your rent for FREE by logging into your account and setting up an automatic payment via “eCheck” in your portal.
- If you would like to pay at your convenience through your portal access using “eCheck”, there is a \$1.95 service fee paid to the payment processor for this option.
- You can also take cash to any RentMoney voucher location like Walmart or 7/11 to pay you your rent.
- You may drop off a check at the office during business hours. This will result in a \$9.95 service fee. Make sure the check can cover this fee as well.
- **Please Note: Due to the substantial service fees attached to Visa, Mastercard, or Discover Card we have disable the ability to pay online through your portal using them.**

If, for any reason, you are worried about making a timely rent payment, please contact us through your portal to let us know in advance of your rent due date.

Maintenance:

Maintenance is always something to be aware of in your rental property. Please be aware of the following:

- Our tenants are responsible for routine maintenance of repairs. We define that by repairs that cost less than \$65 to repair (i.e. batteries, light bulbs, water filters, etc)
- Please minimize holes in the walls; a great option to do this would be to use 3M Command Strips.
- **REMEMBER YOU ARE RESPONSIBLE FOR CHANGING YOUR FURNACE AIR FILTER EVERY 3 MONTHS.**
- Use NEW washer hoses with new gaskets. Never reuse old hoses.
- **Do not flush wipes** of any kind down toilets. This may cause sewage backup and flooding. You would be liable for these repairs.
- We have a 24/7 maintenance line that is a great option for you to use. Please use this for *emergency maintenance, if you need a phone call, or for an after-hours response*. The phone number is: **888-358-1606**

Inspections:

We do periodic property inspections to ensure the property is being taken care of and maintenance items that are missed can be taken care of. On average these inspections will be scheduled every 6 months you are in the property.

You will receive an email, as your lease begins, to document how your property looks upon move in. The move-in inspection will be completed by you through an easy-to-use app you will download on your phone.

You should have received an email guiding you on how to set up your online portal. Again, we highly recommend using your portal as your first means of communication. Communicating through your portal allows us to document your needs, questions, and concerns, and resolve them in a timely manner. Communication outside of your portal has a greater likelihood of getting overlooked as it can become difficult to aggregate.

You can pay rent from your portal, update your contact information, and view your lease. If you have not yet received your portal login email, please send an email stating you need access to info@pmimadesimple.com to get your access email to resent.

Don't Do's:

We would love for you to have a great experience with the property. However, we have learned a lot of lessons. Here are our tips of what to avoid to make your experience better.

- Focus all communication with us in your tenant portal
- Do not allow any unauthorized guests, tenants, or animals in your property
- No smoking or 2nd hand smoke in the property
- All animals, pets, emotional support, and support animals need to be registered with us through our partner. Here is the link. <https://pmimadesimple.petscreening.com/>
- Be a good neighbor and don't violate HOA rules/guidelines

Who To Contact:

Office Hours: Monday to Friday 9 AM to 5 PM

Property Management Questions: info@pmimadesimple.com

Maintenance Coordination: rodrigo@pmimadesimple.com

24/7 Maintenance Line (call/text): 888-358-1606

You can always log in to your tenant portal and send the team a message at any time.

We are excited to have you as a Tenant.

Thank you for being part of the PMI family,

PMI Made Simple

(Please note that this will also be emailed to you and uploaded to your portal for reference)