



SPECIALIZED REALTY SERVICES

Resident Portal Guidelines - Online Payments

EMAIL ADDRESS

The Resident Portal is associated with the email address you have provided us with on your application. If you change your email address, or any other pertinent contact information, please update us by submitting the changes here “Resident Update Form”. **Please be aware that it is important to utilize your PRIMARY e-mail address for the tenant portal, as we also send important resident updates to the e-mail address provided.**

ONLINE PAYMENT OPTIONS

E-Check (ACH) NO FEE: This method of payment takes funds directly from your bank account in the same manner a paper check would. You will be asked to enter your bank’s routing number and your checking account number. The funds will be electronically transferred between your account and ours through an intermediate processing company. There is NO FEE for this service.

CREDIT/DEBIT CARD: This method of payment passes through an intermediate online credit card processing company. The processing company charges a fee for this service ranging from \$17 to \$37 based on the payment amount.

GUIDELINES FOR ONLINE PAYMENTS

RENT IS DUE ON THE FIRST DAY OF THE MONTH: Residents paying after the 4th of the month will be charged a late fee in accordance with their lease agreement, without exception.

NON-SUFFICIENT FUNDS (NSF): The confirmation that you receive when making the payment is simply an acknowledgement that the payment has been entered through the Resident Portal. **It does not indicate that the payment has been accepted by the bank.** If the bank rejects your payment, you will be charged a returned check fee plus a late fee. For this reason, we strongly recommend that you DO NOT make an e-check payment if you do not have the funds in your bank account to cover your payment in full.

GUIDELINES FOR ONLINE PAYMENTS - Continued

INCORRECT ACCOUNT NUMBERS: Please ensure that you enter your bank routing number and account number carefully. The process will go through even with incorrect numbers, but will be treated as a returned check when the bank does not accept it. If the bank rejects your payment, you will be charged a returned check fee plus a late fee.

DUPLICATE PAYMENTS CANNOT BE REVERSED: If you accidentally make a double or extra payment, we cannot reverse the process. The additional payment will be credited to your account for future rent. If a refund is requested, there is a 10 day waiting period after the payment has been accepted by our bank, in addition to a processing fee.

SCHEDULING ONLINE PAYMENTS

MAKE A PAYMENT: This option requires that you login to the Portal every time you want to pay your rent. Your payment will post on the date you choose. Enter the date of your choice and double check it. Rent is due on the first day of the month. If your payment is made after the fourth day of the month, you will be charged a late fee. There are no exceptions for weekends or holidays.

SET UP AUTO PAY: This option allows you to set up a recurring auto payment. Choose your preferred payment date, enter the date and double check it. Rent is due on the first day of the month. If your payment is made after the fourth day of the month, you will be charged a late fee. There are no exceptions for weekends or holidays.

PAY THE FULL AMOUNT DUE: Payments are applied to all outstanding charges before rent is paid. Sometimes there will be charges on your account in addition to your base rent amount (utility charges or maintenance fees). If you pay less than the full amount due, you will be charged a late or noncompliance fee on any outstanding balance.

CONFIRMATION: After you successfully schedule a payment, you will receive a confirmation page or checkmark. If you do not see this confirmation, then you have not made a payment. Please save the confirmation page for your records. We are unable to waive late fees in the event of bank error without this confirmation page.

REMINDERS: To avoid late fees, we **STRONGLY** recommend that you choose to have automatic reminders e-mailed to you in advance. PLEASE BE AWARE, THIS SYSTEM IS AUTOMATIC, and is NOT LINKED with the specific details of your account. A reminder will be e-mailed, **EVEN IF** you have made payment in advance. In addition, you may **ALSO** be reminded to make a payment just before your scheduled move-out date.