



PMI MADE SIMPLE

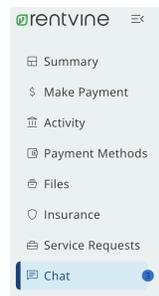
Welcome to your new home! We at PMI Made Simple hope you enjoy your stay and we look forward to working with you!

Here is some helpful information for you.

Contacting your Property Manager:

You can contact your property manager through your tenant portal via the chat feature (. You may hear from them occasionally about maintenance, inspections, and questions. The most effective use for communications is your Tenant Portal, so you will want to make that your main priority for contacting them.

<https://account.rentvine.com/auth/login>



Paying Rent:

Below, we have listed some payment options for you.

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

- The easiest way to pay is by logging into your account and setting up a recurring automatic payment in your RentVine portal. You can also make on-demand payments in your portal.
- You may drop off a physical check. This will result in a \$9.95 processing fee. Make sure the check can cover this fee as well. You can find the PMI drop box outside at the northeast corner of the Fibernet building located at 1145 S. 800 E. Orem, UT. Head to the back of the building on the North side and you will see the PMI dropbox (large grey rectangle dropbox on a concrete pad).
- **Due to the substantial service fees, 4% attached to credit card or debit card providers (i.e. Visa, Mastercard, and Discover Card), we do not recommend this method of payment.**

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, the 1st of each month.

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 2-3 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) 288-1557**

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 (zinspector).

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 promptly. Communication outside of your portal has a greater likelihood of getting overlooked or delayed as it can become difficult to aggregate.

Important to Remember:

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 on 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 physical support animals - need to be registered with us. NO EXCEPTIONS. Here is the link to do so:**
 - <https://pmimadesimple.petscreening.com/>
- Be a good neighbor and don't violate HOA rules/guidelines

Who To Contact:

Working hours: Monday to Friday 9 AM to 5 PM.

General communication: Use the Message or Chat button in your tenant portal to send us a message (You will be sent a login).

Maintenance Coordination: Log into your PropertyMeld hub to get updates (You will be sent a login.)

24/7 Maintenance Line (call/text): (888) 288-1557 (save this in your phone)