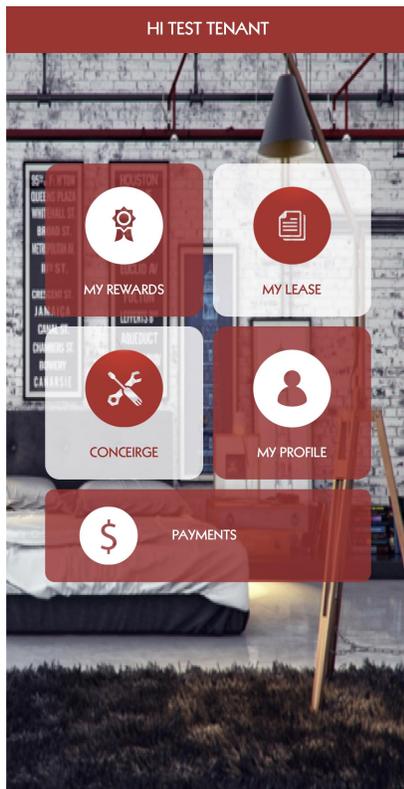


# 2021 North American Tenant App User Guide



Your tenant App can be used to assist with payments, check on any tenant bills, sign, manage and get copies of your lease, and make maintenance requests. You can also reset your password in profiles or use your phone# or email address you registered with from the log-in screen. Email [howto@rentperks.com](mailto:howto@rentperks.com) for technical support M-F.

Your main Home Screen buttons are:

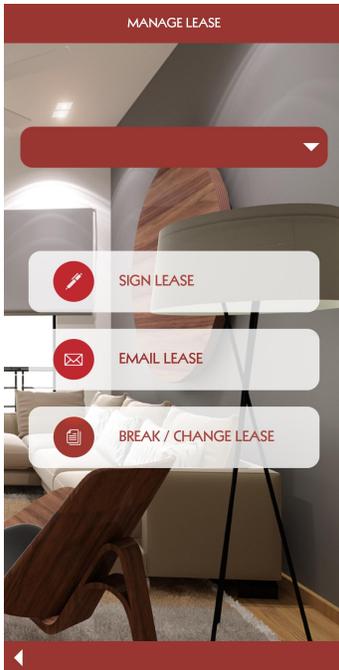
**My Lease** - Sign lease, email a copy, make changes to tenants/term (subject to approval)

**Concierge** - submit maintenance requests and add photos

**My Profile** - choose to stay logged in. Change/update details

**Payments** - e payments are our most common rent payment method. Add reminders, see any tenant bills and any overdues. Also add cards here (Subject to credit approval)

Select screens are shown on the next page with some tips.



### MY LEASE

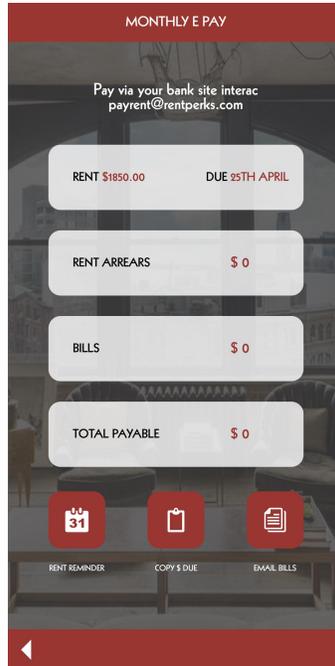
If you are leasing more than 1 place be sure to select the correct tenancy

As a new tenant you can also sign your lease and other documents here

You can email yourself or others a copy of your lease

If you have to break your lease, add new tenants or change something you can send a request to the team.

They will reply within 48hrs M-F.

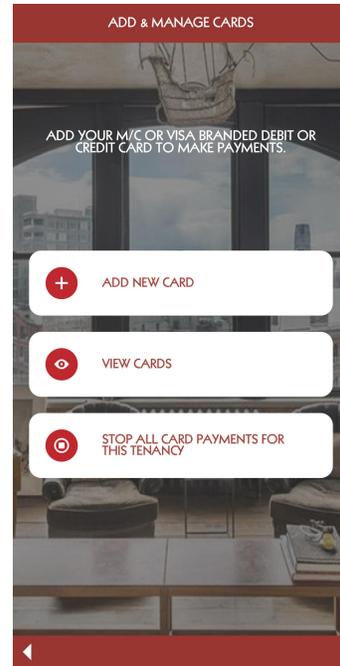


### E PAY IN PAYMENTS

Select the correct tenancy from the payments Home Screen if you have more than 1

The screen shows rent coming up and any arrears. Tenant bills would have been emailed to you but can be re-sent to the email on file. Amounts look wrong? Contact [collections@rentperks.com](mailto:collections@rentperks.com) with your name and address M-F.

You can add your regular rent payment date to your calendar as a reminder too.



### CARD PAY IN PAYMENTS

Select the correct tenancy from the payments Home Screen if you have more than 1

Adding a card for payment means you can set & forget, subject to credit approval. If you can't add a card we can reassess your credit.

When you add a card to a new tenancy the first month's rent will be taken automatically. Any security deposit will be taken at key handover / entry condition report. Your card will then be debited for the rent monthly starting from the 2nd month of your lease.

If you change your card by adding a new one, it replaces the recurring billing card. When you move out, you need to STOP all cards.

All cards attract a 1.5% processing fee in Canada and 2.95% in the US or for international cards.