



WELCOME TO PROPERTY FRAMEWORKS!

We have all the tools so you can easily enjoy your new home.

You can now easily reach a Property Frameworks advisor regarding issues with the property, make rent payments electronically, and access your account via the tenant portal. Property Frameworks is here to help. Here's how:



24/7 Helpline

Call the Property Frameworks helpline anytime and speak with an advisor regarding any issue with your rental property. From repair requests to emergencies, your advisor will contact your landlord and notify them of the situation.



Electronic Rent Payment

Property Frameworks provides convenient options to pay your rent electronically. Now you can easily make a rent payment directly from your checking account, credit card, or make a cash payment at various retail locations close to you.



Online Portal

Log in to your Property Frameworks portal to set up rent payments, verify payment history, submit property repair requests and review FAQ's. Your portal is easy to access from any connected device.

Learn more at PropertyFrameworks.com | 855.744.4268



CASH PAYMENTS MADE SAFE AND CONVENIENT

FIVE EASY STEPS to Make Your Cash Rental Payments.



1 Log in to your portal

Click on the "My Payments" tab and select the "Pay Your Rent With Cash" option.



2 Obtain your Mobile Voucher

Verify the payment amount and click "Cash Payment Voucher." Your voucher will be created with an option for mobile or print.



3 Locate a Retail Location that Accepts Vouchers

Find the nearest participating retailer by entering your zip code. Over 24,000 retail locations, including Walmart, accept voucher rental payments.



4 Pay Rent at a participating retailer

Take the voucher to any participating retailer, such as Walmart, and present to the cashier.



5 Automatic payment posting

Once your voucher is redeemed and verified by the retailer, the payment is automatically posted to your ledger.

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CHECK PAYMENTS MADE SAFE, CONVENIENT

FIVE EASY STEPS to Making Electronic Rent Payments



1 Log in to your portal

Log in to your Tenant Portal.



2 Click my payments

Click 'My Payments' and then select 'Payment Accounts' from the drop down menu.



3 Payment information

To update or change payment account information, click the 'Delete User Added Image' button and then click the 'Add Payment Account' button.



4 Select payment method

Select eCheck as the payment method.



5 Routing number verification

The routing number will be verified. Please make sure you have entered the correct account number to avoid a returned check.

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MAINTENANCE REQUESTS

FOUR EASY STEPS to Create a Maintenance Request



1 Log in to your portal

Log in to your Tenant Portal.



2 New request

Next, click **"New Service Request."**



3 Describe the problem

Provide a complete description of the problem.



4 Save

Then, click save.

ONCE YOUR SERVICE REQUEST IS COMPLETED, HERE'S WHAT HAPPENS NEXT

Once we receive the request we will complete one of more of the following:

- Contact you to confirm receipt of your work order.
- Contact your landlord to facilitate the repair (they may choose to do the repair themselves or contact a vendor).

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