



# Welcome to your new home!

Thank you for choosing Hacienda Propiedades to rent or own your new home. We are providing this welcome packet to help with your move-in.

Please keep this information where you can find it easily. It will answer many questions, and avoid having to call our office for most issues.

In this packet you will find information about:

**1 Payment & Late Fees**

**2 Repair Request**

**3 Frequently Asked Questions**

# 1 Payment & Late Fees

## 3 Ways to Make Your Rent Payment – (SEE INSTRUCTIONS ON THE FOLLOWING PAGES FOR ONLINE PAYMENTS)



**Please Note:** Our office will call you within 7 days after move-in to help you set up your tenant website account.

**1.)** You can pay online at [www.hacienda-propiedades.com](http://www.hacienda-propiedades.com) and click on “Customer Portal” to make your payment. Select “Renters Sign-in”, then sign into your account. Then click on the “Make a Payment” tab to submit your payment by bank account or credit card.

Our office will give you email access if you choose this way to pay. **You have 24 hours to set up your account which includes creating a password. Once you complete the setup, you will have access to your website account.**

**2.)** You can pay at any of the ACE Cash Express store locations. Our office will give you a PayLease account number to use for your payments. Please keep this number in a safe place. If you lose this number, there is a \$5.00 fee for researching it and sending it to you again.

**3.)** You can also set up your payment to be automatically taken out of your bank account. If you would like the office to do that, we will need you to fill out an ACH authorization form and a copy of a voided check from the account you want us to debit monthly.

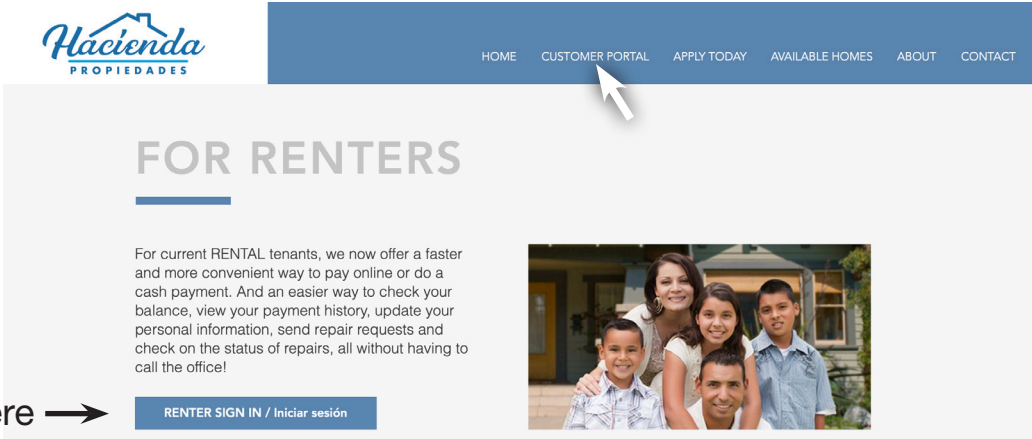
## Payment Due Date & Late Fees

Your rent payment is due on the **1st** of the month.

Late fees are charged after 11:59pm on the **5th** of the month.

## To Make Your Rent Payment Online:

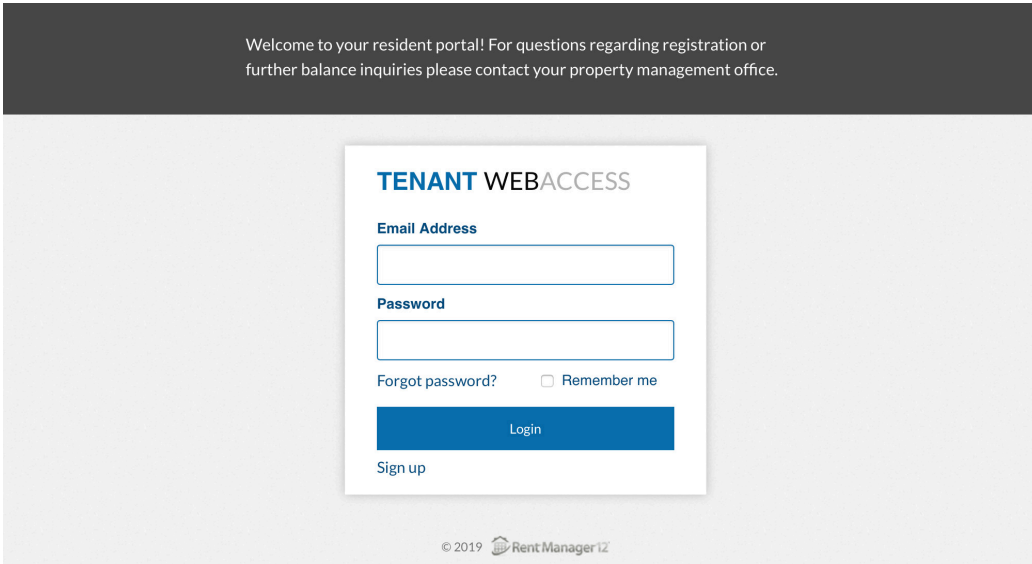
You can pay online by going to [www.hacienda-propiedades.com](http://www.hacienda-propiedades.com) and clicking on “Customer Portal”. Then click on the “Renters Sign-in” button.



The screenshot shows the Hacienda Propiedades website. The navigation menu at the top includes: HOME, CUSTOMER PORTAL, APPLY TODAY, AVAILABLE HOMES, ABOUT, and CONTACT. A white arrow points to the 'CUSTOMER PORTAL' link. Below the navigation bar, the 'FOR RENTERS' section is visible. It contains a paragraph of text and a button labeled 'RENTER SIGN IN / Iniciar sesión'. To the right of the text is a photo of a family. An arrow points from the text 'Then click here' to the 'RENTER SIGN IN / Iniciar sesión' button.

Then click here →

Sign into your account. **Please Note:** Our office will call you within 7 days after move-in to help you set up your tenant website account so you can sign in.



The screenshot shows the 'TENANT WEBACCESS' login form. It includes a welcome message at the top, followed by input fields for 'Email Address' and 'Password'. Below these fields are links for 'Forgot password?' and a checkbox for 'Remember me'. A blue 'Login' button is positioned below the password field, and a 'Sign up' link is at the bottom left of the form. The footer of the page displays the copyright year '© 2019' and the 'Rent Manager IZ' logo.

Welcome to your resident portal! For questions regarding registration or further balance inquiries please contact your property management office.

**TENANT WEBACCESS**

Email Address

Password

[Forgot password?](#) ☐ Remember me

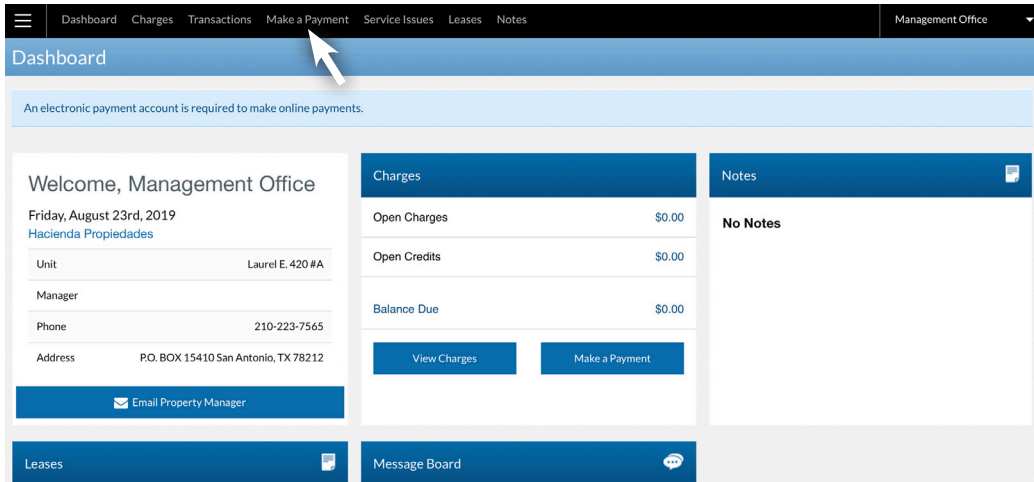
Login

[Sign up](#)

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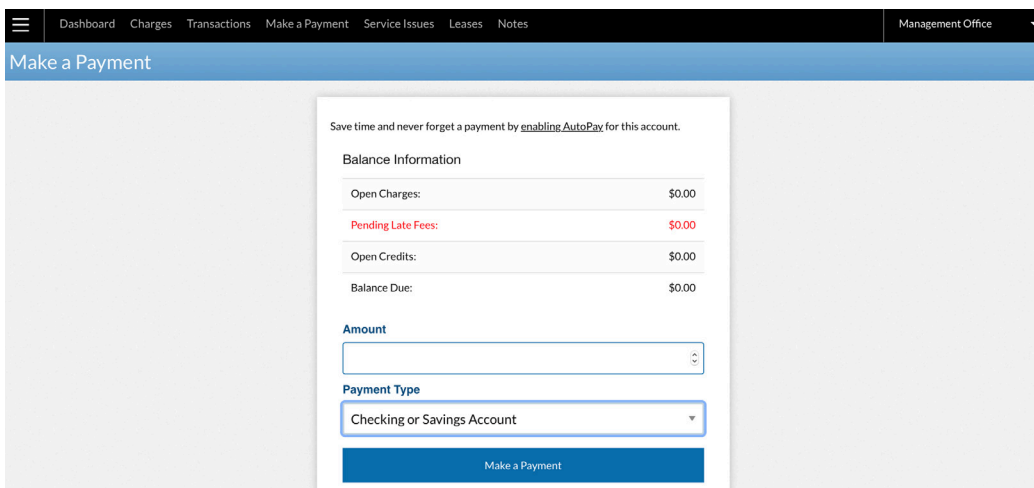
## (continued) To Make Your Rent Payment Online:

When you login, you will see your account screen. To make a payment, click on “Make a Payment” on the top menu bar.



The screenshot shows the 'Management Office' dashboard. The top navigation bar includes links for Dashboard, Charges, Transactions, Make a Payment, Service Issues, Leases, and Notes. The 'Make a Payment' link is highlighted with a white mouse cursor. Below the navigation bar, a blue banner reads: 'An electronic payment account is required to make online payments.' The main content area is divided into several sections: a 'Welcome, Management Office' section with account details (Unit: Laurel E. 420 #A, Manager, Phone: 210-223-7565, Address: P.O. BOX 15410 San Antonio, TX 78212) and an 'Email Property Manager' button; a 'Charges' section showing 'Open Charges: \$0.00', 'Open Credits: \$0.00', and 'Balance Due: \$0.00' with 'View Charges' and 'Make a Payment' buttons; a 'Notes' section with 'No Notes'; and a 'Leases' and 'Message Board' section at the bottom.

Enter your payment amount and select if you want to pay by checking or savings account, or by credit card. Then click on “Make a Payment”.



The screenshot shows the 'Make a Payment' form. At the top, a message says: 'Save time and never forget a payment by enabling AutoPay for this account.' Below this is a 'Balance Information' section with a table:

Balance Information	
Open Charges:	\$0.00
Pending Late Fees:	\$0.00
Open Credits:	\$0.00
Balance Due:	\$0.00

Below the balance information is an 'Amount' input field with a dropdown arrow. Underneath is a 'Payment Type' dropdown menu currently set to 'Checking or Savings Account'. At the bottom of the form is a blue 'Make a Payment' button.

You will then need to enter your bank or credit card information to make a payment. The fee to pay with your bank account is \$2.95. There is also a fee to pay by credit card which is usually much higher. It is your choice which to use.

## 2 Repair Requests

**ALL Repair Request must be submitted online.**

**NO call-ins will be accepted.**

**SEE INSTRUCTIONS ON NEXT PAGE**



**Please Note:** Our office will call you within 7 days after move-in to help you set up your tenant website account.

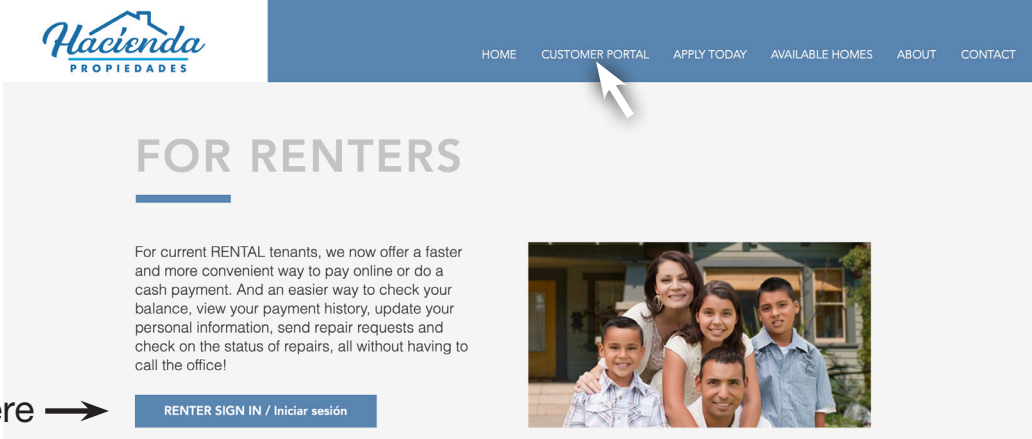
Once you are set up with your tenant website account, you can send a repair request by going to [www.hacienda-propiedades.com](http://www.hacienda-propiedades.com) and click on “Customer Portal”. Select “Renters Sign-in” and sign into your account. Then click on the “Service Issues” tab to start your request.

### Important Information to Know

- As per Texas Property Code, **the repair of an A/C unit is NOT considered an emergency.** All repairs will be handled within 7 days or less. If it will be more than 7 days we will let you know, most likely due to a part being ordered, or weather delays.
- In your application packet you will find if your home has a water heater or appliances that are powered by GAS. If they are, you will need to contact CPS to have gas turned on.
- Remember where your water shut-off valve is located. If for any reason there is a plumbing leak, you will need to turn it off until maintenance can fix the problem. This also helps prevent further damage and a high water bill.
- Make sure all smoke alarms are working when you move in. If not, please notify the management office immediately. It is against the Texas Property Code for a tenant to attempt to fix a smoke alarm when moving in. Afterwards, you are responsible for testing the alarms every six months and replacing the battery if needed.
- Make sure you know your appliance plug-ins, adaptors, etc. They should be able to go with the outlets in the property. The management office will not change out functioning outlets.

## To Make A Repair Request:

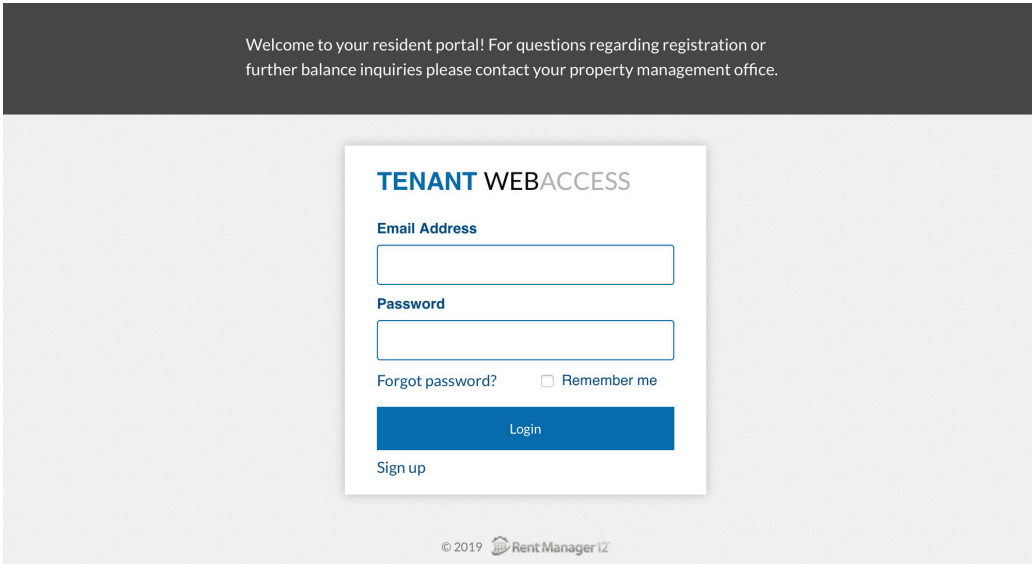
To make a repair request, go to [www.hacienda-propiedades.com](http://www.hacienda-propiedades.com) and click on “Customer Portal”. Then click on the “Renters Sign-in” button.



The screenshot shows the Hacienda Propiedades website. The header includes the logo and navigation links: HOME, CUSTOMER PORTAL, APPLY TODAY, AVAILABLE HOMES, ABOUT, and CONTACT. A white arrow points to the 'CUSTOMER PORTAL' link. Below the header, the 'FOR RENTERS' section is displayed. It contains text about online services for current tenants and a blue button labeled 'RENTER SIGN IN / Iniciar sesión'. To the left of the button, an arrow points to it with the text 'Then click here →'. To the right of the text is a photo of a family.

Then click here →

Sign into your account. **Please Note:** Our office will call you within 7 days after move-in to help you set up your tenant website account so you can sign in.



The screenshot shows the 'TENANT WEBACCESS' login form. It includes fields for 'Email Address' and 'Password', a 'Forgot password?' link, a 'Remember me' checkbox, a 'Login' button, and a 'Sign up' link. A welcome message is displayed at the top of the form area.

Welcome to your resident portal! For questions regarding registration or further balance inquiries please contact your property management office.

**TENANT WEBACCESS**

Email Address

Password

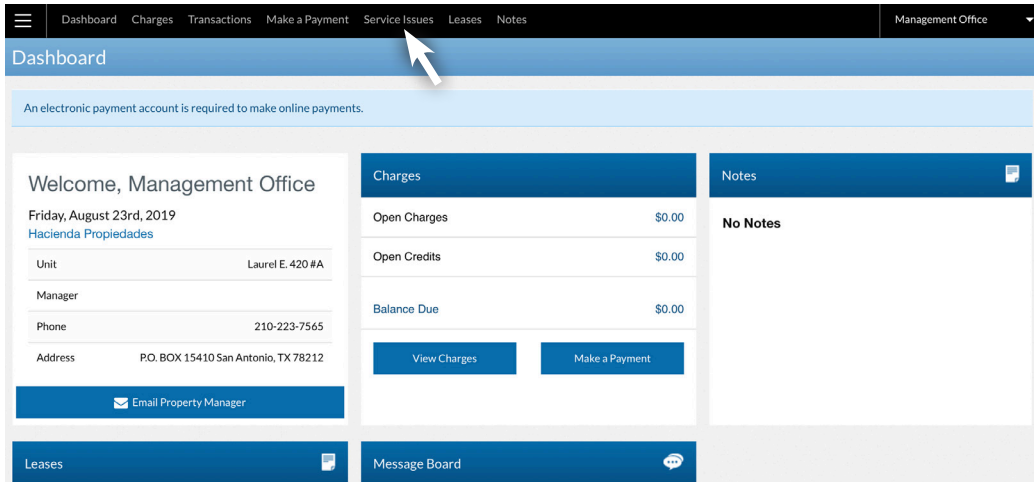
[Forgot password?](#) ☐ Remember me

[Sign up](#)

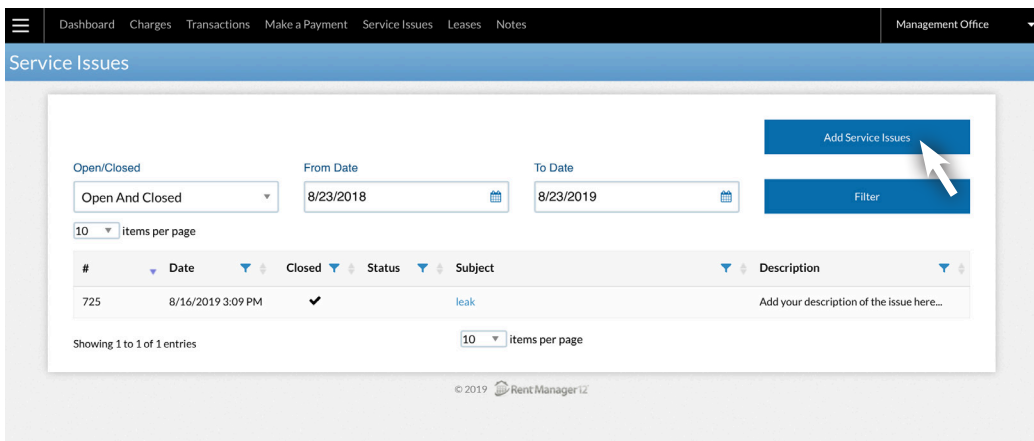
© 2019 Rent Manager IZ

## (continued) To Make A Repair Request:

When you login, you will see your account screen. To make a repair request, click on “Service Issues” on the top menu bar.



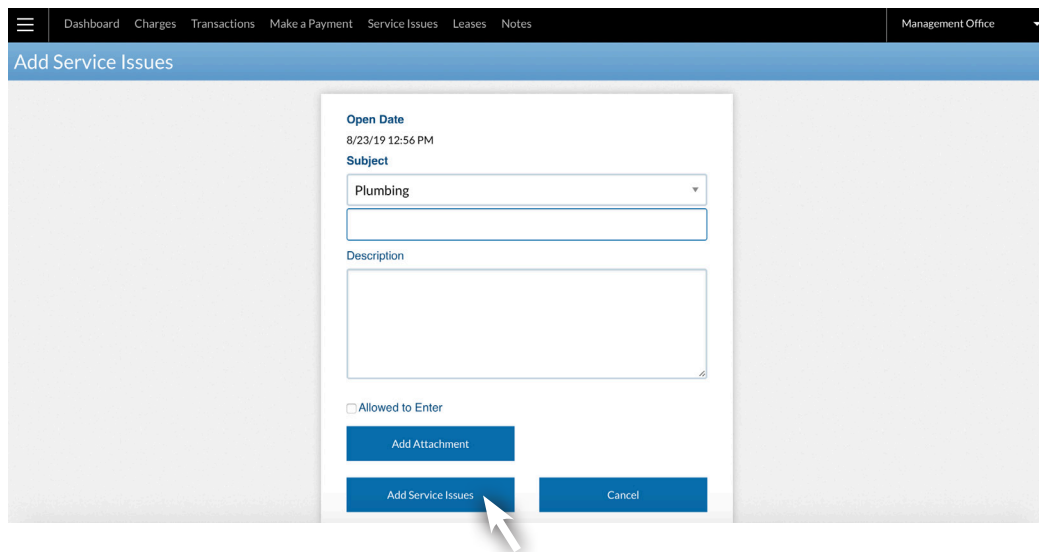
To start your repair request, just click on the “Add Service Issues” button. Don’t worry about entering any other information on this screen.



## (continued) To Make A Repair Request:

Select the Subject of the repair request - Plumbing, Electrical, Air conditioning, etc. Then, in the box below the Subject, type in what needs work. For example: Subject - Plumbing, flooding issue.

Then type in a description of your repair request. To submit your repair request, click on the “Add Service Issues” button.



The screenshot shows a web application interface with a top navigation bar containing links: Dashboard, Charges, Transactions, Make a Payment, Service Issues, Leases, Notes, and a Management Office dropdown. Below the navigation bar is a blue header for the 'Add Service Issues' form. The form itself is a white modal box with the following fields and controls:

- Open Date:** 8/23/19 12:56 PM
- Subject:** A dropdown menu with 'Plumbing' selected.
- Description:** A large text area for entering details.
- Allowed to Enter:** An unchecked checkbox.
- Buttons:** 'Add Attachment', 'Add Service Issues' (highlighted with a white mouse cursor), and 'Cancel'.



# **3 Frequently Asked Questions**

**Q: Am I responsible for my own repairs?**

**A:** Yes. Only life threatening issues such as flooding, electrical problems or sewer backup should be reported to the office. Issues such as a clogged toilet, burned out light bulbs or minor issues are not considered life threatening. **You are also responsible for changing the air filter for your AC unit every month.**

**Q: How do I get my PayLease account number to make a payment?**

**A:** If you decide to make your payments with cash, we will give you a PayLease number to use at any of the ACE Cash Express store locations. Our office will call you within 7 days after move-in. Please keep this number in a safe place. If you lose this number, there is a \$5.00 fee for researching it and sending it to you again.

**Q: How long does a repair request take?**

**A:** Normal repair request can take between 5-7 days to complete.

**Q: Is my air conditioner considered an emergency repair?**

**A:** As per Texas Property Code, the repair of an A/C unit is NOT considered an emergency. If you request an A/C repair and there is nothing wrong with the unit, there will be a Trip fee charged to your account. This usually happens in the hotter months of the year, when it seems the unit is not working. It is usually actually working but the outside heat makes it warmer inside the house.

**Q: Will you replace my appliances?**

**A:** No. Appliances that come with the house are considered AS-IS.

**Q: Who provides Pest Control for my home?**

**A:** As the tenant, you are responsible for pest control.

**Q: Am I responsible for turning on water and electricity for my home?**

**A:** Yes, you are responsible for contacting SAWS and CPS to turn on your water, electricity, and gas if needed.

**Q: Can I paint my house or interior rooms?**

**A:** No. If you are not buying the house, then you cannot paint the house or rooms.

**Q: When do I pay my prorated rent?**

**A:** Your prorated rent is due on the 1st of the very next month after you move in. Even if you move in near the end of the previous month, your prorated rent will still be due.

**Q: How do I contact the office?**

**A:** You can call our office between the hours of 10am - 6pm, Monday through Friday at (210) 223-7565. If we are unable to answer, please leave a voicemail.

**NO walk-ins are accepted for office visits. If you would like to make an appointment, please call us at least 48 hours in advance.**