

[Date]

[Tenant Name]

[Property Address]

[Unit Number]

Welcome to Your New Home!

Dear [Tenant Name],

We are excited to have you as a resident. We hope you are settling in comfortably. This letter contains important information regarding your tenancy and instructions on how to set up your online Tenant Portal.

1. Your Tenant Portal

We use a secure online portal to manage all property tasks. Through this portal, you can:

- Pay your rent online via e-check or credit card.
- Set up automatic recurring payments.
- Submit and track maintenance requests.
- View your lease documents and payment history.

2. How to Register

To get started, please follow these steps:

1. Visit: [Insert Portal URL Website]
2. Click on "Sign Up" or "Request Access."
3. Enter your email address: [Insert Tenant Email]
4. Follow the instructions sent to your email to create your password.

3. Rent Payments

Rent is due on the [Due Date] of each month. To avoid late fees, we highly recommend using the portal for timely payments. If you prefer to pay by other means, please contact us immediately for instructions.

4. Maintenance Requests

For all non-emergency repairs, please log in to the portal and submit a "Maintenance Request." For after-hours emergencies (such as flooding or fire), please call our emergency line at: [Insert Emergency Phone Number].

If you have any questions, please feel free to reach out to us at [Insert Office Phone Number] or [Insert Office Email Address].

Welcome home!

Sincerely,

[Property Manager Name]

[Company Name]