

## RESIDENT PORTAL ACKNOWLEDGEMENT

This Lease Addendum ("Addendum") is hereby incorporated into the existing lease agreement ("Lease") between \_\_\_\_\_ ("Landlord") and \_\_\_\_\_ ("Tenant") for the property located at \_\_\_\_\_. This addendum serves to inform and acknowledge the new resident, regarding the utilization of the resident portal and associated payment processing charges.

The resident portal is an online solution that is an easy, fast, and a secure way to pay rent and other charges online, view payment history, and submit maintenance requests. It is also a central location for all important documents to include the lease agreement and resident statements. All RE Solutions XV residents are signed up for the resident portal upon approval.

RE Solutions XV requires the method of payment for all resident payments to be made electronically through the use of the resident portal. This is documented in paragraph 5.D. of the TEXAS REALTORS RESIDENTIAL LEASE agreement. This is to ensure that your rent payments are received promptly and efficiently, and that you receive a digital receipt of your payment.

Please note that there is a \$5 payment processing fee for using the resident portal, which is cheaper than using certified funds like money orders or cashier's checks. Using our resident portal saves you time and effort, as you no longer have to go to a physical location to purchase money orders or cashier's checks. In addition, you do not have to worry about mailing these funds, which can be a hassle and may result in delays or lost payments.

While there is an option to pay with a credit card, please note that this will incur an additional 4% fee on top of the \$5 payment processing fee. We do not advise making rental payments with credit cards as it may be more cost-effective to use the ACH payment method to avoid this additional cost.

In addition to the payment portion of the resident portal, residents have a 24-hour maintenance section. Residents can quickly and easily request maintenance or repair work on their rental property, at any time of day or night. Residents can submit their requests directly through the resident portal, which can be automatically routed to the appropriate person or team for action. This reduces the need for phone calls or emails, and can ensure that maintenance requests are addressed more quickly.

Tenants Initials: \_\_\_\_\_

We believe that the resident portal will be a valuable tool during your tenancy. We encourage you to explore the features of the portal and let us know if you have any questions.

Residents Name: \_\_\_\_\_ Signature/Date: \_\_\_\_\_

Residents Name: \_\_\_\_\_ Signature/Date: \_\_\_\_\_

Residents Name: \_\_\_\_\_ Signature/Date: \_\_\_\_\_

Residents Name: \_\_\_\_\_ Signature/Date: \_\_\_\_\_