



# FALL 2021 NEWSLETTER

## DO YOU LIKE US?

Follow us on **Facebook** to stay current on all our announcements and events!

## OFFICE HOURS

Monday-Friday  
9:00am-5:00pm

121 N. 31st St., Suite C  
Temple, TX 76504

Phone  
**254.742.7733**

## RESIDENT BENEFIT PACKAGE CREDIT REPORTING

In addition to batteries for your smoke detectors, free scheduled quarterly assessment fee waived annually, one time waiving of returned payment fees, dedicated smartphone app for payments and service requests, online portal that provides full account service, and HVAC filter delivery to your home, our Resident Benefit Package also includes credit reporting. You pay your rent on time, *why not take advantage of this benefit?* Reporting positive rent payments can help you establish credit or boost your credit score.

**Sign up** in your tenant portal! To do so:

1. Select settings (gear in top right corner).
2. Select credit reporting.
3. Complete the requested information.
4. Enable credit reporting.





## THE BEST WAY TO SUBMIT A MAINTENANCE REQUEST

The best and preferred method to submit a maintenance request is through your Tenant Web Access, which is easily accessed on our website, or by conveniently using the rmResident app on your smartphone or tablet. Either method is quick and easy to report your maintenance needs. You also have the option to attach photos when submitting your maintenance request online or through your resident app.

*In order for our maintenance team to respond quickly and appropriately, please be as detailed as possible when describing your maintenance issue.*

## UPDATE ON PAYMENTS

As a general reminder, we are *no longer accepting payments at the office*. All payments must be made electronically through your Tenant Web Access, rmResident app, or through CashPay at select local retailers.

If you have any questions or need assistance setting up electronic payment, please contact our Accounting team at **254-800-1116** or **254-800-1108**.



SPRADLEY RESIDENT  
**TRICK OR TREAT**  
OCTOBER 30TH AT 5:30PM

Bring your little ghosts and goblins  
for a treat and some fun!

More details to come on our Facebook page!

