![Redwood Property logo - WE CREATE AND MAINTAIN QUALITY COMMUNITIES]

FREQUENTLY ASKED QUESTIONS (FAQS)
Online Portal for Residents at Redwood Property

1. Q: **What is AppFolio and what is this online system I need to know about?**
   A: AppFolio is Redwood Property's online portal which makes it simple and reliable for residents to request for maintenance work, pay rent, and check your account.

2. Q: **Are all residents required to switch to this new system?**
   A: Yes.

3. Q: **How will I get my account login information for the new online portal (AppFolio)?**
   A: You must send an email to rent@redwood-property.com with your up-to-date contact information. This applies to **everyone** on the lease. (Include your Address, First and Last name, Email Address, and Mobile Number.) You will receive an activation link via text or email. Please check your JUNK or SPAM boxes.

4. Q: **What are the ways to pay rent?**
   A: You have 3 options:

   #1-You can use the AppFolio mobile app (most recommended). You can download *"Online Portal by AppFolio"* from the Apple AppStore or Google Play.
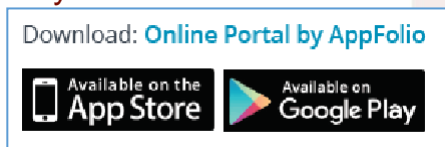
   #2-Pay online through a web browser using eCheck, Debit or Credit card. (Go to redwoodpropertyrentals.com)

   #3-Make cash payments by going to Electronic Cash Payment (ECP) centers like Walmart, 7-11, and CVS--we all know they are everywhere!

5. Q: **What's the best way to make a rent payment?**
   A: The best way to make a payment is through eChecks. Once you've activated your online portal, you'll need to enter your bank routing and account number to set up your eCheck payments. It's free and simple!

6. Q: **Can I still make cash payments?**
A: Yes! You can do so through Electronic Cash Payment (ECPs) centers. You will need to get a PaySlip from us so you can present the slip to the cashier at any Walmart, 7-11, or CVS. The cashier will scan the slip so you can pay—this payment will go directly to your rent account. To find a payment center, go to www.paynearme.com/locations.

7. Q: **How can I get my PaySlip?**
A: There are 3 ways to access your PaySlip. 1.) You can grab it from your Online Portal App. 2.) we can email you your PaySlip, or you can pick up a printed version from our office. But please save yourself a trip to the rental office! The best way to get your PaySlip is through your App by email. Please send us your most up-to- date email address by emailing us at: rent@redwood-property.com. (Include your full name and address.)

8. Q: **How much does it cost to make an electronic cash payment at 7-11 or CVS or other ECP centers?**
A: It's a flat fee of $3.99 per transaction. There is a limit of $2,000 per transaction. (Except for 7-11, which is $3.99 per every $1,500 transaction.) It is cheaper than getting a money order, and it will save you a trip to the rental office. To find a payment center, go to www.paynearme.com/locations.

9. Q: **Is there a fee for making credit or debit card payments online?**
A: Yes. There will be a 3.49% fee for making a credit/debit card payment online starting. (As of June 29, 2022) This is why we recommend paying by eChecks! eChecks are free and convenient.

10. Q: **Will you still accept personal checks?**
A: No. We are phasing out personal checks. Paying by personal check is NOT as secure, efficient, nor as reliable as ECPs, eChecks, or other Online Payments.

11. Q: **What if I don't have an email address?**
A: It's easy and free to create an email address. If you have a smart phone, you can have an email address. You can go to gmail.com, yahoo.com, or msn.com to create a free account.

12. Q: **Where do I go to pay rent online?**
A: Log into your mobile app (Online Portal by AppFolio),or go to https://redwoodproperty.appfolio.com/connect.
Find the "Payments" tab and follow the easy steps online.

13. Q: **Can I set up Autopay?**
    A: Yes. Log into your new portal and find the button to "Setup Autopay." For e-check payments, you will be asked for your account and routing number. Be sure you double check the numbers, or this could result in declined payments.

14. Q: **How do I submit a maintenance request?**
    A: Once you're logged into the mobile app OR online portal, you'll find the "Maintenance" tab where you can submit your request. Follow the easy steps and upload a photo. Use this link to log in online: https://redwoodproperty.appfolio.com/connect.

15. Q: **When can I start paying rent in the new system? When can I log into my mobile/online portal?**
    A: You can start using your new residential portal as soon as you've activated your account. You will receive an activation link via text or email. Please check your SPAM or JUNK folders.

16. Q: **When can I start using the mobile app?**
    A: You can download the mobile app any time and start logging onto the mobile app as soon as you've activated your account. Once we receive your updated email, you will receive an activation link via text or email. Please check your SPAM or JUNK folders.

    Download: Online Portal by AppFolio

    Available on the App Store | Available on Google Play

17. Q: **Does this change anything with my lease or rent?**
    A: No. This new online portal does NOT change anything with your lease. Rent is still due on the first of every month.

18. Q: **Can I make LATE PAYMENTS using this new online system.**
    A: Rent is due on the 1st of every month. There are no exceptions. But yes, you can make payments any time throughout the month. However, you will receive a late fee charge for any payments made after the 5th. If you have a balance carrying over, you must pay the entire balance, not just the current month's rent. Otherwise, you will continue to incur late fees.

19. **Who can I contact if I have more questions or if I have trouble logging into the new resident portal?**
    A: Email us at rent@redwood-property.com, or call 925-478-9826.