



Welcome to the Reliance Family,

As you may already know, we recently took over management of the property you lease.

As your new Property Management Team, we would like to say **WELCOME** and thank you for choosing one of the properties we manage to be your new home.

Please take a moment to look through this packet, as it will give you all the information you need to get started and settled in your new home including:

- ❖ Set up your online Resident Portal (once we have your contact information)
- ❖ Paying Rent
- ❖ Maintenance Requests

On behalf of the Property Management Team, we look forward to working with you and your family.

If you have any questions, feel free to contact our office at 316.395.2165.

Sincerely,

Reliance Property Management



RESIDENT PORTAL

Residents are now able to conveniently pay rent, put in maintenance requests, and communicate with the management team through the Resident Portal. Once we have your contact information, a link will be sent to your email with instructions on how to set up your Resident Portal online. The email you provided will be your username.

Please contact our office at 316.395.2165 if you do not receive this link.

Click “Take the Tour” for a brief tour of your Resident Portal!

Reliance Property Management, LLC

Take the Tour Documents Contacts FB Francis

Payments
Balance due: **\$0.00** [Make payment](#)

Messages
[Contact us](#)

Scheduled payments
No payments scheduled

Transactions history [Email statement](#)

Date	Memo	Amount	Balance
4/16/2018	Payment	(\$975.00)	\$0.00
4/16/2018	Charge – Charge - Finders Fee for Irma	\$975.00	\$975.00
3/13/2018	Charge	\$956.25	\$0.00
3/13/2018	Payment	(\$956.25)	(\$956.25)

Balance due:
\$0.00
[Make payment](#)

Lease information
Account: 00381078
Prefer to pay by mail?
Send payment to:
Reliance Property Management, LLC
KS

In addition to the website, Reliance now has an easy-to-use App!

Download the Resident Center App by Buildium today!

Resident Center
Buildium House & Home
Everyone
★★★★★ 38
[Add to Wishlist](#) [Install](#)



PAYING RENT

Rent is due on the 1st of each month and is considered **LATE** on the 2nd.

There is a \$50.00 late fee assessed on the 2nd day of the month with a \$5.00 recurring daily late fee applied each day payment is not received, unless otherwise stated in your Lease.

Residents are **REQUIRED** to pay online through the Resident Portal.

Pay Online: Log in to your Resident Portal to make Rent payments.

MAINTENANCE REQUESTS

Online requests sent via your Resident Portal are processed QUICKER than using our maintenance line.

All non-emergent maintenance requests and communications **MUST** be done through the Resident Portal.

Examples of non-emergent requests include, but are not limited to non-working outlets, garbage disposal, trash, property grounds, and broken appliances.

Examples of **EMERGENT** requests include, but are not limited to fire, risk of life, break-in, main sewer backup, active water leak, and gas leak.

FOR ALL EMERGENCY MAINTENANCE REQUESTS 316.243.6069

You may be subject to a charge per occurrence for calling the maintenance line for non-emergent requests.



UTILITIES

The following information is provided as a courtesy. Please note that you may not need to sign up for all the utilities referenced in this sheet. If you have any questions on which utilities, you are responsible for, please reference your lease agreement OR contact our offices.

Electric

- ❖ Westar Energy: 1.800.383.1183

Water & Sewer

- ❖ Wichita Public Utilities: 316.265.1300

Natural Gas

- ❖ Kansas Gas Service: 1.800.794.4780
- ❖ Black Hills Energy: 1.888.890.5554 or www.blackhillsenergy.com

Garbage Collection

- ❖ Reliance is partnered with Air Capital Waste/Waste Link to provide you with reliable trash service. Recycling is available for an additional fee and must be requested via a task submitted through your Resident Portal. Recycling is picked up bi-weekly on the same day as your trash service.

Payment for service is due on the 1st of each month, failure to make this payment on time will result in a \$5.00 daily late fee applied to the current balance.

For your scheduled trash day please refer to the following link:

<https://aircapitalwaste.com/residential-trash-services/>

If your bin(s) is not pulled to the curb, your trash will not be collected, and you will still be charged your monthly trash service fee.