

HOMES FOR GOOD RENT PAYMENT OPTIONS



Public Housing, Affordable Housing, and HUD Multi-Family Housing

FREQUENTLY ASKED QUESTIONS

WHY IS HOMES FOR GOOD CHANGING THE SYSTEM?

Homes for Good is moving to RentPayment.com from MRI to manage our Rent Payments. Rentpayment.com many benefits for residents opening up new options for residents to pay rent. When you use RentPayment, you can pay rent anytime from anywhere using the self-service portal.

WHAT IS "RENTPAYMENT.COM" ?

RentPayment.com is an online portal from MRI. MRI is Public Housing Management Software that Homes for Good is using to manage our portfolio. While RentPayment is new to you, Homes for Good has an established relationship with MRI as our property management software provider since 2018. MRI has been in business since 1971.

DO I HAVE TO USE RENTPAYMENT.COM?

RentPayment.com is an optional service to pay your rent. If you chose not to use RentPayment.com, you can use one of the other methods to pay your rent. Please note if you currently are set up for automatic payments, you must take action before December 1st, 2022. You can choose to switch to RentPayment.com to continue making automatic payments, or you can choose an alternative method of paying rent.

WHY SIGN-UP?

Save Money & Time

- Pay from anywhere! There is no need to make a trip to pay your rent.
- Avoid mailing delays.
- Get instant payment confirmation & emailed receipts.

Choose your payment date

- Schedule which day your rent comes out of your account! Rent, however, is late if paid after the 7th.

One-time payments and reminders

- Set your own email or text reminders.
- Make a one-time payment with debit card or eCheck using a checking or savings account.

HOMES FOR GOOD RENT PAYMENT OPTIONS



Public Housing, Affordable Housing, and HUD Multi-Family Housing

FREQUENTLY ASKED QUESTIONS

WHAT DO I NEED TO SIGN UP FOR RENTPAYMENT?

When you use RentPayment, you can pay rent anytime from anywhere using the self-service portal. To sign-up, download the RentPayment app or visit RentPayment.com.

Information you will need to create an account:

- An email address
- Your rent amount
- A bank account & routing number OR Debit card
- A secure password




Password Requirements

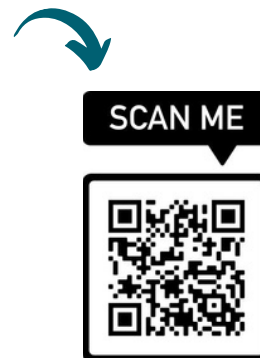
- No spaces & between 12 – 30 characters
- At least 1 letter & at least 1 number
- Contain uppercase & lowercase characters
- Contain at least 1 special character
- Be different from your logon ID
- Not more than 2 consecutive characters (e.g. 111, aaa, 123, abc)
- Not the same as any of your previous 5 passwords



Note that RentPayment.com needs a password change every 120 days

HOW DO I GET STARTED WITH RENTPAYMENT.COM?

-  1 Simply download the app or visit [RentPayment.com](https://rentpayment.com).
-  2 Select **New to RentPayment** to set up your account.
-  3 Add your **preferred payment method** and you're all set!



WHO DO I CONTACT FOR HELP?

If you would like help signing up, please contact your Property Management team or Resident Services Specialist. If you have questions or to reset your password, contact RentPayment Customer Service at 866-289-5977 between 10 AM to 9 PM PT, live chat using app or RentPayment.com, or email RentPayment at customerservice@rentpayment.com.

HOMES FOR GOOD RENT PAYMENT OPTIONS



Public Housing, Affordable Housing, and HUD Multi-Family Housing

FREQUENTLY ASKED QUESTIONS

DO I NEED TO DO SOMETHING WHEN MY RENT CHANGES?

If you have selected "Pay Fixed Amount", you will need to enter your new fixed monthly payment amount. If you have selected "Pay Full Balance", you will enter a minimum and maximum amount that can be debited by Homes for Good, then read and accept the terms of conditions. For example, pay the full balance of \$100 OR up to \$105 OR down to \$95. As long as your new rent is within the limit you set, your full rent will be paid.

WHAT ARE ALL OF MY OPTIONS FOR PAYING RENT?

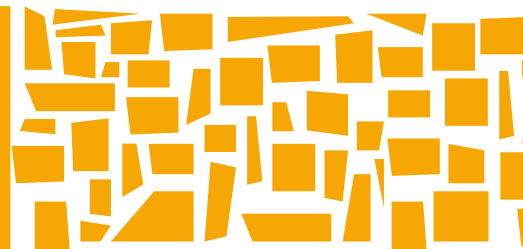


One Time Payment NEW

Pay with Debit Card or eCheck using a checking or savings account

Automatic Re-occurring Payments NEW

Use Bank Routing information to have your rent automatically taken out of your account every month



Check or Money Order

Mail a Check or Money Order to our office:
100 W. 13th Avenue Eugene 97401



Check or Money Order

Drop off your Check or Money Order at our office located at:
100 W. 13th Avenue Eugene 97401



MoneyGram NEW

Go to a MoneyGram location and pay with cash or debit, and MoneyGram can send it directly to Homes for Good using an account number. If you would like help getting started, request a flyer showing the nearest MoneyGram location and your account number from your Property Management Team.

Bill Pay through your Bank NEW

Sign up with bill pay automatic payments with your bank if this service is available with your account.

WHAT ARE THE FEES WITH EACH PAYMENT METHOD?

Automatic Payments or One-time Payments with Checking or Saving Account (eCheck)	No Fee
Automatic Payments or One-time Payments with a Debit Card	\$4.95 per transaction

Money Gram	Up to \$3.50 per transaction
Check or Money Order (In Person)	No Fee
Bill Pay (Automatic Payments through your bank or credit union)	Dependent on your Bank