

Welcome! Thank you for trusting Prestige Properties with your housing needs! Move in time will be here soon.

All your documents can be accessed through your Tenant Web Access portal and more information is available in the documents section of our website:

<https://www.prestigeprop.com/leasing-process-documents/moving-in-out/> <https://www.prestigeprop.com/leasing-process-documents/welcome-folder/>

We just wanted to touch base on a few important points to keep in mind for this upcoming leasing season:

1. **Tenant Web Access (TWA)**

* Make sure you have your log-in for the TWA portal. This is our preferred way to communicate and, especially, to make maintenance requests for service issues, payments and review your account securely and quickly.
  + TWA is the quickest way to open service issues, and it goes straight to the maintenance team once it’s created, e***specially in any emergency***:
* [TWA portal can be downloaded on your phone. Search the app “rmResident”. **Company Code**: PRESTIGEPR, **Community** (if applicable): Prestige Properties.](https://https:/www.youtube.com/watch?v=iK7zL1VwfJQ)  **Attached is the detailed instruction to download the app.**
* You can also call 319-512-7616 ext. 3 or 319-331-0232 for after hour emergencies.
* [Office Business hours: M-F 10 am -5 pm.](https://https:/www.youtube.com/watch?v=iK7zL1VwfJQ)
  + View your lease and other pertinent documents in TWA.
  + If you need help logging on to your portal, just give us a call. It’s fast and easy to get you set up!

1. **Utilities**

* Make sure you have all agreed utilities switched into your name starting the first day of your lease term until the last day of your lease term. Here is a list of your utility providers:
  + MidAmerican Energy (gas & electric) 1-888-427-5632
  + City of Iowa City (water) 319-356-5066
  + Mediacom (cable, internet & phone) 1-888-847-6228

1. **Security Deposit and Forms**

* Make sure we have:
  + Full Security Deposit
  + Photo ID – copy or photo of ID.
  + Parent Co-Sign forms completed.
  + Parking documents signed – if applicable
  + Pet vet records – if applicable

1. **Key Pick- Up**
   * Key Pick-up will be August 1st 12:00 p.m. to 5:00 p.m. at our office at 401 S. Gilbert St.
   * Please have one person designated for key pick up.
2. **Payments**

* Please keep in mind that rent is due by 5pm on the first business day of the month. Our preferred method of payment is through your TWA (Tenant Web Access) portal.
* Checking or Savings account payments carry no convenience fee, Credit Cards carry 3.95% + $3.95.
* Payment can also be made at our office. (Located at 401 S. Gilbert St)
* Automatic payments can be set up so you never miss a payment and will cover any prolonged absence. All on-time payments can be reported to the credit bureau and help boost your credit!
* All rent payments submitted after the first business day of the month are subject to late fees and must reflect as such.
* Try to avoid cash payment. Venmo is no longer being used.

Again, we want to thank you for choosing Prestige Properties, and wish you a successful year!

Sincerely,

Your Prestige Properties Team

319-512-7616