



Welcome! Thank you for trusting Prestige Properties with your housing needs!

We just want 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, request maintenance 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, **especially in any emergency**:
    - TWA portal can be downloaded on your phone. Search the app "rmResident".  
**Company Code:** PRESTIGEPR, **Community:** Prestige Properties.
    - 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.
  - View your lease and other pertinent documents in TWA.

### 2. 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

### 3. Security Deposit and Forms

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

### 4. Payments

- Your first month rent is **due August 1<sup>st</sup>, before or at the time** you pick up keys.
- 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). Try to avoid cash payments.
  - 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.

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

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