

Automatic Online Payments

Auto Pay:

This method can be set-up through your portal. It is a safe, secure and easy way to make your rental payments. Once set-up it can be easily changed or cancelled by you at any time.

There are two types of auto-pay:

1. **Credit/Debit**
2. **eCheck**

Option 1: **Credit/Debit** allows you to enter in your credit/debit information and save it to your profile. The portal will automatically debit whichever account you set up on the first of each month. With this option there is a Web Payment Fee.

Option 2: An **eCheck** payment is also made directly from your bank account. The portal will take this out for you and like a regular check it usually takes between 3 – 5 business days to clear. With this option there is NO Web Payment Fee.

FAQs

1. When does the money come out of my account?

The portal debits your account on the first of every month. Your billing cycle runs about 5 days before the payment is made – so roughly the 20 – 25th of each month.

2. Does auto-pay cancel automatically when my lease ends?

No, please make sure that you cancel your auto payment before the last billing cycle of your lease term.

3. How do I cancel auto-pay?

If you have to cancel auto pay you may do so through the portal, but please make sure you have another method of payment set-up – unless it is the end of your lease term. You may also email us and we can cancel it for you.

4. Does the Auto Pay stop at the end of my lease?

YES, automatically. But you can also go into the portal and stop the Auto Pay manually if it makes you more comfortable.