

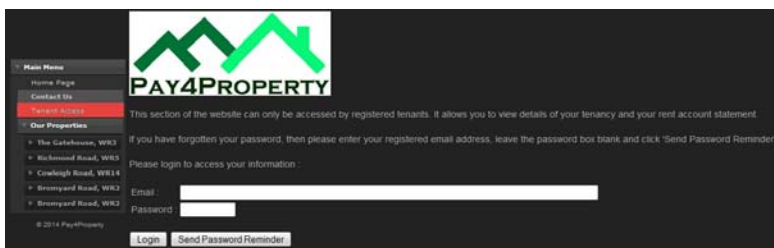
To make access to tenancy details, account statement and other documents easier and quicker for our tenants we've developed a self service section on our website. This allows you to get instant access to these details whenever you want. This also makes it easier for tenants who have tenancies ending soon as you can see exactly how much you owe up to the end of your tenancy.

Automatic emails for rent reminders and statements

The system will automatically email you rent reminders 3 days before your rent is due and rent statements a couple of weeks later. If you don't want these messages then there is a link at the bottom of each email that allows you to update your communications preferences on the website. You can use this link at any time to take you straight to your personal page on the website without the need to go through the login page.

Website access

Alternatively, you can access your personal page on the internet, by visiting our website at <http://www.pay4property.com> and selecting the "Tenant Access" option from the menu at the left.



You'll need to login with your email address and password. Your email address is linked to your account when your tenancy is set up. If we don't have your current email address then please email chris@pay4property.com and we'll update our systems.

If it's the first time you've used the website you can get your unique password sent to your email address by simply entering your email address in the space provided then clicking the "Send Password Reminder" button. Please check your email inbox (and possibly spam folder) after a few minutes for the email.

Once logged in you will then have access to :

- Your current and past tenancy details.
- Landlord contact details.
- Tenancy account statement (in both downloadable PDF format on online html) showing all rent / charge deductions and payments since the start of your tenancy.
- Communication options to allow you to turn the monthly rent reminder and statement emails on and off.
- Important documents such as the HMO licence agreement, gas and fire safety certificates, etc.

For security, once you have finished, please remember to logout using the "Logout" button at the top of the screen.