

# **Tenant Access to Rent Payment and Maintenance Requests**

## **Tenant Portal**

To find out more information on the tenant portal and paying rent online please visit our [Tenant portal](#) page.

## **Maintenance Requests**

Maintenance 704-516-1005

To avoid charge backs for unnecessary maintenance visits please determine as much as practical that an actual maintenance problem exists before calling.

If the property is on fire or you think you have a gas leak, leave the home and dial 911.

**HOA's and local ordinances:** Obey all HOA and local government ordinances. If there is a fine incurred for an infraction of the tenant, the tenant will be responsible for the fee plus a \$20 administrative charge.

## **Rental Payments and Late Fees**

Rent is DUE on the 1st of each month. Rent is LATE when RECEIVED after the 5th of the due month. You will be billed a late fee of 5% of the rental amount owed when rent is received late -no exceptions.

If you send your rent payment via mail, Preferred Homes and Foundation Housing is not responsible for mail carrier delays, lost mail or any other reasons that may cause the late arrival of your rental payment. To avoid late fees, we recommend online ACH payments through your tenant portal. If necessary to avoid late fees you may hand deliver your rental payment to our secure 24 hour drop box, located to the left of our front entry door at 8501 Tower Point Dr, Charlotte, NC 28227. We also accept credit card payments; however, there is a convenience fee of 3% charged for credit card payments.

Payment Address:

Preferred Homes of Charlotte  
8501 Tower Point Dr., Suite 2L7  
Charlotte, NC 28227

## **Eviction**

Evictions are filed on any property with an outstanding balance of \$200 or more on the 11th of the month.

Please refer to your lease to review tenant responsibilities and other important information.

More info can be found in our full manual on [\*\*Policies and Procedures\*\*](#).