



Dear Resident,

Thank you for renting from Greenbridge Properties! At Greenbridge we don't see our residents simply as tenants, but rather as our customers. Therefore we will respond promptly to your queries, keep the avenues of communication open, and do our very best to keep this a great relationship throughout your residency. Below you will find answers to some common questions.

Service Requests & General Questions or Concerns

- **Email us** at rentals@greenbridge-properties.com. Please don't call unless it's an emergency. Phone messages are very easy to misplace or forget! By submitting your concern in an email, we can make sure it immediately gets forwarded to the appropriate person for action. We will promptly email you back or call as necessary.

Emergency Repairs

- During normal business hours please call our main line: (503) 617-6414.
- If your emergency is outside of normal business hours and you believe your service request warrants immediate attention, you may call (503) 678-2136. You will be prompted to leave a voicemail which will then be returned within minutes by the on-call maintenance technician.

Rent Payments

- Rent is due on the 1st of every month, and is late if not received by the end of the 5th *business* day. If the 5th day happens to be on the weekend, we must receive the rent on Friday or before.
- Currently we don't have a way to pay online. Most residents set up automatic bill pay through their bank. You can also send us a check early with a note not to deposit it until a certain day.
- We are located in a secured access building in Portland so rent can only be dropped off during the weekdays from 8:00am to 5:00pm, excluding holidays. We sublease an office from Affinity Property Management so look for their name on the door. You can leave your envelope with the receptionist.

Late Rent Policy

- Greenbridge manages property that often only has one unit so expenses cannot be spread out over multiple rents. Therefore we implement a **zero tolerance** policy on late or insufficient rent. We simply cannot ask the owner to accept anything less on your behalf.
- If your rent payment will be late, at least let us know so we don't have to issue a formal notice. You will have to pay the late fee specified in your lease. We do not accept partial payments; a partial payment will be treated as not receiving rent at all.
- If a major change in your life makes it so you can no longer afford the rent, the best thing you can do is contact us immediately. We will work with you on a timeline and try to find someone to take over your lease and save your security deposit.

Thank you very much. We look forward to a long and successful relationship.

Afraid you will lose this letter?

Find all this information and more online at www.greenbridge-properties.com