

# PREDIX

PROPERTY MANAGEMENT

## Payment Options

### **Online eCheck/ACH payment**

#### **NO CHARGE FOR THIS SERVICE**

Paying online through your tenant portal is a secure, convenient and efficient way of paying your monthly rent at no charge to you. You will need to enter both your bank routing and account numbers.

**Please note:** Before making your first online payment, please double check the bank information you entered is correct. There will be a \$50.00 NSF charge if an online payment is made and it comes back due to incorrect account or routing number.

### **Online Credit Card Payment**

#### **Service fee charge – 2.99% of the total transaction with a minimum of \$3.50**

Paying online with your credit card is also a secure, convenient and efficient payment method however there is a fee of 2.99% of the total transaction amount charge with a minimum of \$3.50 charged that is associated with this form of payment. It will confirm the fee multiple times before processing the payment.

### **Online Debit Card Payment**

#### **Service fee charge – fixed flat fee of \$9.99 per transaction**

Paying online with your credit card is also a secure, convenient and efficient payment method however there is a fixed flat fee of \$9.99 per transaction to use your debit card as a form of payment. It will confirm the fee multiple times before processing the payment.

If you wish to use this either option of ACH payment, Credit Card Payment or Debit Card Payment, please provide your email address to your property manager. She will send you an email and text invitation link from our system. The link is to set up your tenant portal. Please click the link and follow the instructions to set up your account. You will need to enter all your financial data on the secure portal to be able to process payments. You have options to do one time payments or set up recurring payments.

### **Electronic Cash Payment (ECP)**

#### **A \$3.99 transaction fee applies, \$1,500 maximum per transaction**

You can make cash payments at any Walmart, CVS or 7Eleven and the store will process an electronic cash payment to Predix Property Management. To get started please contact your property manager by email. Subject line should be "Get pay slip for Electronic Cash Payment". In the body of the email, please give your name and rental address. they will email you a re-useable pay slip. The pay slip contains a barcode that allows the electronic cash payment to recognize your tenant account. Take this pay slip to your CVS or 7Eleven and make your electronic cash payment. If you are unable to request by email, please call your property manager and they can mail you a payment slip via USPS.

### **Cashier checks or personal checks**

All checks should be made payable to Predix Property Management. All payments must have the resident name and rental property address including apartment number if applicable and sent to our office located at:  
815 N George St Suite A  
York PA 17404

# PREDIX

— PROPERTY MANAGEMENT —

## Maintenance Instructions

We are pleased to inform you we offer 24/7 maintenance. Please remember the following regarding home maintenance:

- Maintenance Business Hours are 7 am – 4:30 pm Monday thru Friday.
- Maintenance After Hours are 4:31 pm – 6:59 am Monday thru Friday.
- All Saturdays, Sundays & holidays are considered after hours.
- Tenants are responsible for basic home maintenance such as light bulbs, battery and filter replacements (other than lease allowances), simple wear & tear, clogged drains, etc. Please refer to your lease for further details. If you would like maintenance assistance for any items that are listed as your responsibility, you will pay labor & materials charges.
- Please attempt basic trouble shooting before reaching out to us.
- For non-emergency repairs, please use the online portal to submit maintenance requests. Log on to our website [www.predixproperties.com](http://www.predixproperties.com) and use the link for tenants or use the app you can download from your mobile device. Describe thoroughly what the problem is, what you have already done to mitigate the problem and include photos when possible.
- For repairs in need of immediate attention, emergency items or issues that have caused or may cause imminent damage or safety concerns, please use the tenant portal during business hours 7 am to 4:30 pm and use the emergency call line at 717-600-3203 to report emergencies after hours and on weekends.
- Please refrain from trying to repair your HVAC, A/C or water heater.
- Any after-hours calls that are not an emergency could be assessed a charge.

### Emergency Maintenance

**FOR AFTER HOURS MAINTENANCE EMERGENCY CALLS, PLEASE DIAL 717-600-3203. ONLY EMERGENCY ISSUES WILL BE HANDLED AFTER HOURS, ON WEEKENDS & HOLIDAYS.**

**After hours is 4:31 pm – 6:59 am.**

### **EMERGENCY ISSUES INCLUDE:**

- Anything that will do extensive damage to your personal belongings, building or property
- Flood
- Major leakage – If the leak is internal, attempt to shut off your water. Please note, for major rain events where leaking is involved, maintenance can rarely make repairs outside until the weather has cleared. Please report with all the details you can provide.
- Natural gas odor (please call gas company and fire department first)
- No heat – when needed we have space heaters available for pick up at a central location
- No water
- Sewer backup
- Locked out – see details on this item below (tenant charges will be associated with this service)

### Lock Out Policy

In the event you lock yourself out of your apartment/home after maintenance business hours, evenings, or weekends the following policy applies.

1. Call the emergency call line at 717-600-3203 to report your lock out.

2. If the call is made between 4:31 pm and 8:59 pm, it will be dispatched to maintenance staff to assist you in unlocking your door. There is a charge for anytime maintenance is dispatched for this service. After hours charges will apply. If you call back to cancel the service, you could be charged if maintenance has already been dispatched and on the way.
3. If the call is made 9 pm or after, there will not be maintenance help dispatched until the following morning at the start of business hours. This is also not guaranteed to be at 7 am. Maintenance will call you in the morning to connect with you to unlock your door to be sure you are at the property to meet them. You will be charged for this service.
4. Other Option: Tenant can call a locksmith to come to allow entry at their own expense.

## **Non-Predix Contact Information**

In the event you are an emergency related to Fire, Gas, or Electric, please see below.

Fire – Please call 911

Break-In or Theft – Please call 911 or the local police station

Natural Gas –Please go outside and call the Columbia Gas emergency number: **1-800-344-4077** and 911. They respond to gas leaks, odor of gas or carbon monoxide symptoms 24-hours day, seven days a week, 365 days a year. If you do not use Columbia Gas please call your gas supplier to report the issue.

Electrical Issues or NO electric– Please contact Met Ed 1-800-545-7741 or your local electric provider.

- If the entire building or home has “No Electric” it is typically an electric company issue and not something our maintenance team has the ability to repair. Please call your local power company.
- If your apartment/home has no electric & other units have power, it could be a breaker issue. Please reset your breakers in attempt to regain power. If no success, contact your local power company to see if there is an outage.