

Welcome!

On behalf of A.M. Titan, we would like to take this opportunity to welcome you as a new resident. We are thrilled that you decided to join our community! It is our desire to make your tenancy experience as pleasant and rewarding as possible.

To achieve a successful resident management relationship, we prepared a Resident Handbook to assist you with your tenancy. This will provide useful and necessary information about the policies, services and amenities. We will send this to you via the online portal to be initialed. From there you will have the ability to view and download the handbook via the online portal.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions and more.

If you have any questions or concerns on any of the information contained in this documentation, contact our office at any time. A.M. Titan is here to help you.

We are looking forward to a long-lasting and mutually rewarding relationship.

A.M. Titan
P.O. Box 121286 Covington, KY 41011
Email: management@amtitan.com
Text: (513) 447-6027
Call: (513) 914-1550

RESIDENT COMMUNICATION

Communicating with us is essential, especially when you have questions about your unit, your lease, our policies, etc.

Office Hours

Monday - Friday from 9:00AM - 6:00PM

After hours calls

We have a voicemail system that will allow you to leave a message.

Email

Email is a great way to communicate. This will enable us to contact you quickly and efficiently when needed.

SMS/Text

We also communicate via SMS/Text. You may receive text updates from us from time to time. Please note that work order/maintenance MUST still be submitted via the TWA Resident Portal. Sending a work order via text will not be added to our maintenance ticketing system.

Website

The A.M. Titan website is www.amtitan.com, and contains important information for our residents.

TWA Resident Portal

You can log in to your TWA Resident Portal and send us an email from your dashboard

RENT

When to Pay your Rent

Your rent must be paid in full on or before the 1st day of each and every month.

How to Pay your Rent

Pay Online TWA Resident Portal

Pay Online using your routing & account number found at the bottom of your check ~ eCheck. Convenience fees apply.

Pay with Visa, MasterCard or Discover online. Convenience fees apply.

Late Fee Charge

A late fee of 5% of your rent amount will be added to your account when payment is not received by 11:59PM on the 5th day of the month.

NSF Charge

Check: An additional \$30.00 fee will be assessed for each personal check that is retained by any financial institution plus the late fees.

E-check: In an event that the bank for the account used returns the transaction for insufficient funds, you will be assessed a \$25.00 NSF fee from Zego.

ELECTRIC/GAS

How to Start Service under your name

Please call Duke Energy at 800-544-6900 to schedule a start service under your name effective on your move in day.

Note: If this has not been completed after moving in, you will be billed of the prorated amount and will be added to your rent charge.

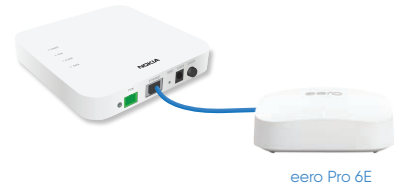
1 Locate the ONT

This could typically be in a closet, laundry room, or utility area inside your apartment. Typical model is pictured to the right.



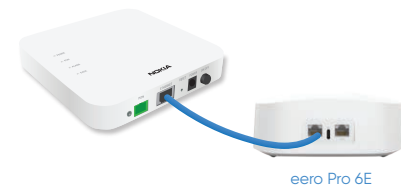
2 Locate the eero Pro 6E

The eero will typically be located next to the ONT, but may be in another room. Your ONT must be connected to the eero directly, or connected through a data jack in another room. If you cannot locate the equipment, please contact your leasing office.



3 Verify Power and Connections

Verify both the ONT and eero are plugged in and have power. Additionally, an Ethernet cord should be connected from the first port on the ONT to the 2.5 Port (left) on the eero. If the LED status light is blinking blue, skip to Step 5 to set up the eero. If the LED status light is solid white, continue to Step 4. Otherwise, use the chart below to determine your next steps.



4 Perform factory reset

With the eero powered up, press and hold the reset button on the bottom of the eero for 15 seconds. The LED status light will flash RED. Release the reset button. After a successful reset, the LED status light will reach a flashing BLUE state in about 2 minutes, indicating the eero is ready to be set up again. If the LED is not flashing BLUE, see the table below for next steps.



5 Download the app

Download and open the eero app on your smartphone or tablet to complete your installation. If you don't have an eero account, you will be required to register for one in the eero app.

LED Status Light	What it means	What to do
Solid white upon move-In	The eero Pro 6E needs a factory reset	Follow step 4 above to reset the eero Pro 6E for your account
Solid white after setup	You are online	Surf, stream, and enjoy your internet experience
Blinking blue	The eero Pro 6E is broadcasting Bluetooth	Download or open the eero app to complete your installation
Solid blue	The eero app is connected to the eero Pro 6E	Follow the prompts in the app to continue setup
Blinking yellow	Unapproved USB-C power source used	Ensure the eero Pro 6E is using the provided white power cord
Solid red	eero Pro 6E is not connected to the internet	Follow step 4 above to reset the eero Pro 6E for your account
No light	eero Pro 6E does not have power	Ensure the eero Pro 6E is plugged into a working outlet

When Moving Out...

Leave the eero in your unit and use your eero app to reset the unit to factory settings. Open the eero app. Click on the eero device near the top of screen, tap Advanced. Click on Remove eero. Click continue to delete network. This will remove the eero from your eero account and reset the unit for the next resident. DO NOT DISCONNECT ANY CABLES OR POWER FROM THIS EQUIPMENT.



Need support?
Scan the QR code or visit
<https://qrco.de/bdQA4y>

Tenant Web Access (Resident Online Portal)

In order to keep up to date with payments, communicate with us quickly, and submit maintenance requests, you will need to access your account on our Tenant Portal. This packet will give you all the information you need to make your residency here simpler. Read on as we give you the basics on how to set up your user account make payments, and so much more!

How to Create a Login

Now that you're one of our residents, you'll need to create a user account for our Tenant Portal. To set up your account:

1. Open a web browser and go to <https://amtitan.twa.rentmanager.com/>.
2. Click Sign Up.
3. Enter your Account Number, Email Address, and any other validation fields that display on the page. You will use this email address to log into the Tenant Portal in the future.
4. Click Sign Up again.
5. Upon completion, you will receive an email asking you to finalize your account. Simply click the Finalize button within the email.
6. You will then be prompted to create a password for your account. Create your desired password and you are ready to go!

Log Into the Tenant Portal

Once you've created your account, you're ready to login and take advantage of everything the portal has to offer! To log into your account:

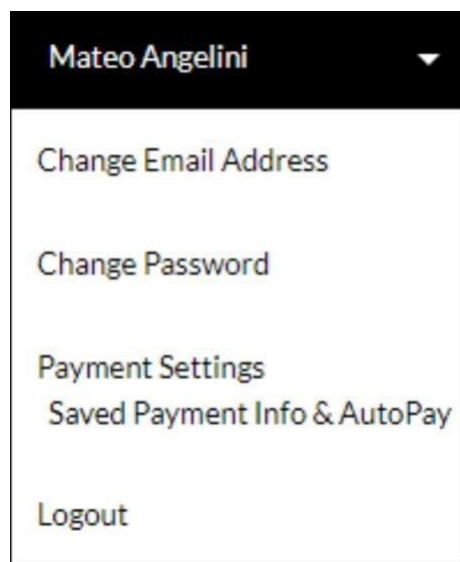
1. Open a web browser and return to the Tenant Portal (<https://amtitan.twa.rentmanager.com/>)
2. Enter the Email Address that was used to create your login.
3. Enter your Password.
4. Check Remember Me to avoid re-entering this information each time you log in.

5. Click Login and you're in! You may also want to "bookmark" this web page so that you can quickly return to this web page in the future.

Change Your Tenant Portal Password

If you need to change your password in the portal, log into your account and follow the steps below:

1. Click the drop-down menu next to your name in the top-right corner of the screen.



2. Click the Change Password option.
3. Fill out the form and click Change Password.
4. Your password has now been changed. You will also receive an email letting you know that your password has been successfully updated.

Communicate with Us

On the portal dashboard, you'll find our phone number, and our address. You can also email us directly from this screen by doing the following:

1. Click the Email Property Manager box on the dashboard.
2. Enter your email address, subject, and the message you'd like to send.

3. When you're finished, click Send Email and we will get back to you as soon as possible.

How to Make a Payment

Making payments within the Tenant Portal is easy—just follow these quick steps!

1. In the Charges tile on your home dashboard, click Make a Payment. Alternatively, you can click Make a Payment from the main menu bar at the top of the portal.
2. Enter a Payment Amount and choose your Payment Type, then click the Make a Payment button. Please note, there may be certain restrictions as to whether you can partially pay or overpay your balance.
3. Once your Payment Method Information is entered, you'll need to provide your Billing Address.
4. To save your payment information, check the box that says Store as saved payment information for One-Time and Autopay payments. Be sure to read the disclaimer and check the verification box, then click Pay Now.
5. A page confirming your payment will then display. You can print this page to keep a record of your transaction.

Edit Saved Banking Information

If you didn't save your bank information during a previous payment or want to start paying from a different account, you can edit your banking information within our Tenant Portal. To edit your saved payment information:

1. Click the Settings drop-down menu next to your name in the top-right corner of the screen.
2. Click the Payment Settings option.
3. On the Payment Settings screen click Change under a saved payment method, which allows you to edit your existing information.
4. Enter the new data in the Payment Method section.

5. Click Save to store the information. To delete information that already exists, click Remove under the given payment method.

Set Up Automatic Payments

If you prefer not to make manual payments each month, you can set up automatic payments within our Tenant Portal.

To set up Automatic Payments:

1. Click the drop-down menu next to your name in the top-right corner of the screen.
2. Click the Payment Settings option.
3. Click Add to include a new payment method, or click Update to edit existing payment information.
4. Check the Enable Your Automatic Payment box.
5. Choose which Day of Month the automatic payment should be made.
6. Then choose the Payment Type and, if applicable, the Max Amount that can be withdrawn each month.
7. If a disclaimer displays, be sure to read it and check the verification box.
8. Click Save, and you're all set up!

Submit a New Maintenance Request

1. In the navigation menu at the top of the screen, click Service Issues.
2. Click Add Service Issues in the top-right corner of the Service Issues screen.
3. Fill out the form, including a title for your maintenance request, a description of the problem, and any additional information you feel is relevant.
4. Optionally, click Attach to include a picture or document to your service request.

5. Finally, click Add Service Issues to submit your maintenance request.

View Previous Maintenance Requests

1. In the navigation menu at the top of the screen, click Service Issues.
2. On this page, you can see every maintenance request you've made, including the date it was created, whether it's open or closed, the status, the issue, and its description.