

# Rent Payment Options & Guidelines



*Everything you need to know about how and where to pay rent, accepted methods, processing fees, and important policies to help you stay in compliance with your lease.*



## Your First Rent Payment

After signing your lease, it's crucial to pay the full security deposit and any applicable pet deposit immediately. Failure to do so may result in breaking your lease and the property being placed back on the market.

Your first month's rent is due on or before the commencement date specified in your lease.

Please ensure the balance shown in your Resident Center is correct and matches the terms of your lease. If you notice any discrepancies, please contact us immediately.



## How to Pay Rent

All rent must be submitted through your Resident Center.

- Online: Go to [hmbcs.com](https://hmbcs.com) → Click “Residents” → Then select “Resident Login”
- Mobile App: Download the Resident Center app:



[iOS App Store](#)



[Google Play Store](#)



## Payment Policy & Fees

Only one payment per month is allowed, and it must cover the full balance — no partial payments or split transactions will be accepted.

Accepted payment methods:

- ACH / E-check: \$2 flat fee
- Credit/Debit card: \$2 + 2.99% processing fee

Bounced payments will result in a \$100 fee and may result in portal restrictions.



## Why are there processing fees?

These charges come directly from the credit card processing companies — Hometown Management does not keep any portion of these fees. They help us maintain a secure and convenient online payment system, protect against fraudulent transactions, and safely process sensitive financial information. Our fees are lower than most other online rent systems and are passed along at cost, with no markup.

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## When is Rent Due?

- Rent is due on the 1st of each month.
- Late fees begin on the 4th.
- If rent is still unpaid by the 8th, a Notice to Vacate may be issued — this formally begins the eviction process, which is a serious legal step and a violation of your lease.



## What Happens If an Eviction Is Filed Against You

An eviction is a serious legal matter that can have long-lasting consequences. If an eviction is filed and granted by the court — even if you voluntarily leave afterward — it can stay on your record for years and severely limit your future housing options.



### Worst-Case Consequences of an Eviction Judgment in Texas:

- **Public Record:** The eviction judgment becomes part of your public record and may appear on background checks.
- **Difficulty Renting Again:** Most landlords and property managers automatically deny applicants with any prior eviction — regardless of circumstances.
- **Credit Impact:** While the eviction itself may not appear on your credit report, unpaid rent or court-ordered judgments can be sent to collections and reported to credit bureaus.
- **Denial of Loans or Housing Assistance:** Some lenders, housing authorities, or affordable housing programs may deny applications due to an eviction on file.

- **Loss of Lease Protections:** Once an eviction judgment is entered, you may lose legal protections under the lease and can be forcibly removed by constables.
- **Ongoing Financial Liability:** You may still be responsible for rent, court costs, legal fees, or property damage even after being evicted.
- **Impact on Roommates:** If you share a lease, all tenants may face consequences, even if only one person violated the lease terms.

✔ **Avoiding Eviction:** If you're behind on rent or having difficulty meeting lease terms, communicate with management as soon as possible. We're here to help you avoid eviction whenever possible — but once a Notice to Vacate is issued and court is involved, the legal process moves quickly and cannot be reversed.

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## 🚫 **Unaccepted Payment Methods**

We do *not* accept:

- Cash
- Checks (personal, cashier's, or money orders)
- Venmo, Zelle, Cash App, PayPal, or any other third-party apps

## ✔ **Tips to Avoid Late Fees**

- Set up autopay in your Resident Center
- Make sure your payment method is valid and current
- ACH payments take 1–3 business days to process
- Submit payment early if the 1st falls on a weekend or holiday

## Resident Center – Rent Payment FAQs

**Q:** Where can I see my current balance?

**A:** *You'll see your current balance right on the dashboard after logging into the Resident Center. You can also go to the Payments tab from the navigation bar to view your balance, payment history, and any upcoming scheduled payments.*

**Q:** What payment methods can I use?

**A:** *If enabled by your property manager, you can pay using:*

- *A checking or savings account (ACH)*
- *A Visa, MasterCard, or Discover credit or debit card*

**Q:** How do I make a one-time payment?

**A:** *You can make a one-time payment from your dashboard or through the Payments tab. Here's how:*

1. *Tap "Make a Payment"*
2. *Select the amount (current balance or custom amount)*
3. *Choose your payment method*
  - *Enter card or bank account details or select a saved method*
4. *Fill out your billing address*
5. *Choose a payment date*
6. *Submit the payment*

**Q:** How do I schedule a payment for a future date?

**A:** *Tap "Make a Payment"*

1. *Enter the amount you'd like to pay*
2. *Choose a bank account as the payment method*
3. *Fill out banking and billing details*
4. *Select a future payment date by typing or tapping the calendar icon & submit*

**Q:** How do I set up an automatic payment?

**A:** Tap “Set Up Autopay” from the dashboard or Payments tab

1. Enter the amount to pay
2. Choose and enter your bank account information
3. Fill out your billing address
4. Select the start date
5. Choose a frequency:
  - Daily, Weekly, Every 2 weeks, Monthly, Every 2 months, Quarterly, Every 6 months, Yearly, etc
6. Confirm to activate autopay

**Q:** How do I edit or cancel a scheduled payment?

**A:** Navigate to the Payments tab and tap the scheduled payment you want to edit or cancel. From there, follow the prompts to make changes.

**Q:** How do I stop an in-progress payment?

**A:** You cannot cancel or stop a payment once it is in progress through the Resident Center. If needed, please contact your bank directly to request a stop payment.




## Need Help Logging In?

If you're having trouble logging in, please follow these steps:

- Visit [hmbcs.com](https://hmbcs.com), click “Residents,” and then select “Resident Login.” Use the email address you provided in your application and click “Forgot Password” if needed.
- You were sent an email to activate your Resident Center account when your lease was created. Search your inbox for “Hometown Management” or “Resident Center” to find it.

 Email: [residents@hmbcs.com](mailto:residents@hmbcs.com)

 Call/Text: (979) 366-3500