HEMLANE

Tenant portal: hemlane.com/for-tenants | support@hemlane.com | 415-417-0314

IMPORTANT NOTICE

Change in Property Management System

FROM (OWNER / MANAGEMENT)		TO (TENANTS)	
NAME / COMPANY	[Your name / Company]	TENANT	[Tenant full name]
ADDRESS	[Your mailing address]	CO-TENANT	[Co-tenant full name, if any]
PHONE	[Your phone number]	CO-TENANT	[Co-tenant full name, if any]
EMAIL	[Your email]	PROPERTY	[Property address]
DATE	[Date]	CITY AND STATE	[City, State ZIP]

Dear [Tenant name(s)] :

Starting [Transition date], we will be moving to Hemlane for communication, repair requests and rent collection. Think of it as your home base for your rental: everything now flows through one platform. **Register early so you are ready on day one.**

STEP 1: REGISTER WITH HEMLANE

Going forward, rent payments, repair requests and all communication will be handled through Hemlane. **Please create your account as soon as possible.**

REGISTER HERE

hemlane.com/for-tenants

1. Look for an email from Hemlane in the next few days.
2. Click the link in the email and create your account.
3. Link your bank account to pay rent.

PAYING RENT	REPAIRS	TECH SUPPORT
→ Pay online once, or set up automatic payments. → Bank transfers are **free**. → Link your bank early: some banks take up to two business days to verify your account.	→ Log in to your Hemlane portal. → Click **"Submit a Repair Request"** to open a ticket.	→ Need help with your account? → Email **support@hemlane.com**. → Or call **415-417-0314**.

Repair or maintenance emergencies only: call 415-417-1656, available 24/7.

IMPORTANT DETAILS

EFFECTIVE DATE	All changes will take effect on [Transition date] .
WHAT IS NOT CHANGING	Your owner and management stay the same. Any correspondence not sent through Hemlane should go to the address listed above.

If you have any questions, please do not hesitate to reach out. We look forward to a new and improved way to communicate and coordinate property management.

Sincerely,

Signature

[Owner or management name]