HEMLANE

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

Management Transition to Hemlane

FROM (OWNER)		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)]:

We are pleased to introduce ourselves as the new management of [Property address]. Your current lease is attached. **Your rent of $** [Rent amount] **and your payment terms will not change** until [Select: lease end / further notice].

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

SECURITY DEPOSIT	Your security deposit of $ [Deposit amount] has been transferred to us.
CORRESPONDENCE	Any correspondence not sent through the Hemlane portal should be mailed to the owner address listed above.

We look forward to providing excellent service, responding promptly to repair requests and keeping your home safe and comfortable. Please do not hesitate to contact us with any questions.

Sincerely,

_____

Signature

[Your name]