# HEMLANE

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

IMPORTANT NOTICE

## Management Transition to Hemlane

**FROM (OWNER)**

| | |
|---|---|
| NAME / COMPANY | [Your name / Company] |
| ADDRESS | [Your mailing address] |
| PHONE | [Your phone number] |
| EMAIL | [Your email] |
| DATE | [Date] |

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.<br>→ Bank transfers are **free**.<br>→ Link your bank early: some banks take up to two business days to verify your account. | → Log in to your Hemlane portal.<br>→ Click **"Submit a Repair Request"** to open a ticket. | → Need help with your account?<br>→ Email **support@hemlane.com**.<br>→ 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 address at the top of this letter. |

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,

[Owner or company name]