



UPDATE ON NEW RENT PAYMENT OPTIONS AND REQUIREMENTS

9/3/2024

For tenants who make rent payments online, there are NO changes. You can continue making payments as usual and disregard this letter.

I hope this message finds you well. I want to update you on an important update regarding our rental payment process. To streamline our operations and enhance efficiency, we have partnered with a new processing company to manage rental payments. This adjustment is aimed at alleviating the administrative tasks for our employees, which, in turn, allows us to maintain cost-effectiveness in our operations. This is how we can keep our rental rates lower and not pass the costs to the consumers.

With this change, we kindly ask that all rental payments be directed to the new processing company instead of placed in the property drop boxes or mailed directly to our P.O. Box. This new system will ensure your payments are processed more quickly and securely, benefiting all parties.

However, we understand that adjustments take time. For now, the property drop boxes will remain an option for rental payments. Please note that starting November 1, 2024, any payments received in the property drop boxes or mailed to our office P.O. Box (P.O. Box 80405, Lansing, MI) instead of mailing directly to the processing company will be charged a \$10.00 processing fee per check, money order, or cashier's check.

We encourage you to switch to making payments through the new processing company to avoid this additional fee.

DETAILS ON RENT PAYMENT OPTIONS AND REQUIREMENTS

For tenants who make rent payments online, there are NO changes. You can continue making payments as usual and disregard this letter.

If you pay rent with physical checks, money orders, or cashier's checks, please note that you must now mail your payments to our new payment processing company to ensure security and accurate transaction tracking.

Your unique Tenant ID, which was assigned to you, should be included on your rental payment memo line. If you do not know your assigned number, please get in touch with our office.

Mail payments to:

**Morleigh Inc. Rental Payment
P.O. Box 3202
White Plains, NY 10602-3202**

The new processing company must receive your rental payments before the 5th of each month to avoid the \$40.00 late fee charge per your lease agreement.

Property Drop Boxes and Payments Mailed Directly to our Office:

STARTING NOVEMBER 1ST, 2024

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Paying Online:

Tenant Web Access is a secure online portal where you can make payments using your checking or savings account and credit or debit cards. You can also set up automatic monthly rent payments. Please note that each payment method incurs processing fees.

Cash Pay Option:

There is a cash payment option available. You must email Casey directly to be issued a cash payment number and instructions. Once you are issued a cash pay number from our office, you will be emailed instructions on finding the cash pay locations. The email will include your cash pay number that you will need to make the payment. Please be aware that this option has a \$4.00 fee. Email Casey at casey.morleigh@gmail.com to receive additional information on this payment option.

Setting Up an Online Tenant Account (T.W.A.):

By setting up an online account, you can access your current transactions, balance information, rental charges, and most current lease, update any contact information directly from your account, and much more.