Welcome to your new online access to our resident services app. Once activated, you can manage a variety of resident needs right from your computer or mobile device. The following steps will show you how to register, submit a work order, and navigate our resident services app.

To register you will need to use the contact information on file at your Community Office. Please contact your office and ask for: registration code, email on file, and cell number on file

From the Application Store search for **RENTCafe Resident** and download the app. Once the app installs, open it and click the **Sign Up** link at the bottom of the screen.
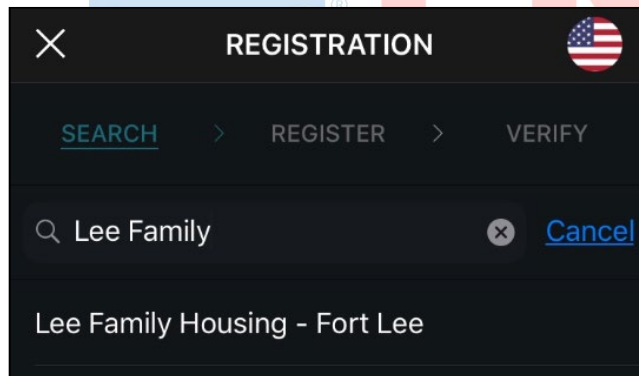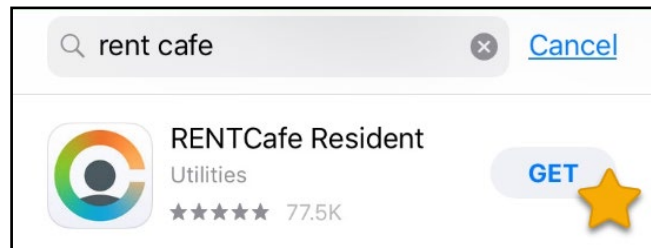
Search for your property using the property name or zip code and select it as it appears on the screen. Once you selected your Community, enter the email address obtained from your Community Office and click **Next**.

Select one of the two options to register and follow the prompts. Please note the information used for either option requires the email, cell, and registration code you received from your Community Office.

Once registration is completed, you will receive a user confirmation email from no-reply@rentcafe.com. The email will contain a link, **click the link to activate your account.** This is the final step to activate your account. If you do not receive an email, please check your junk box.

Once registered you can enter a work order, view announcements, events, or contact your community.

Maintenance - Enter routine work orders with the ability to add photos and voice recordings.

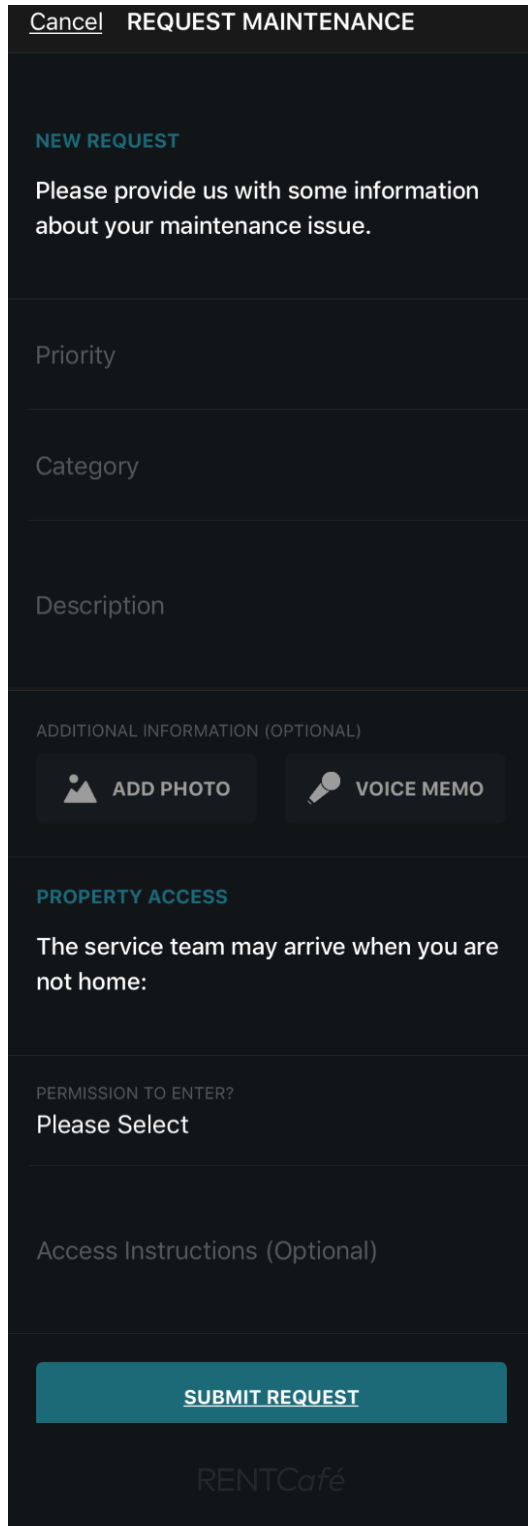**Events** - See the exciting upcoming events planned for your community
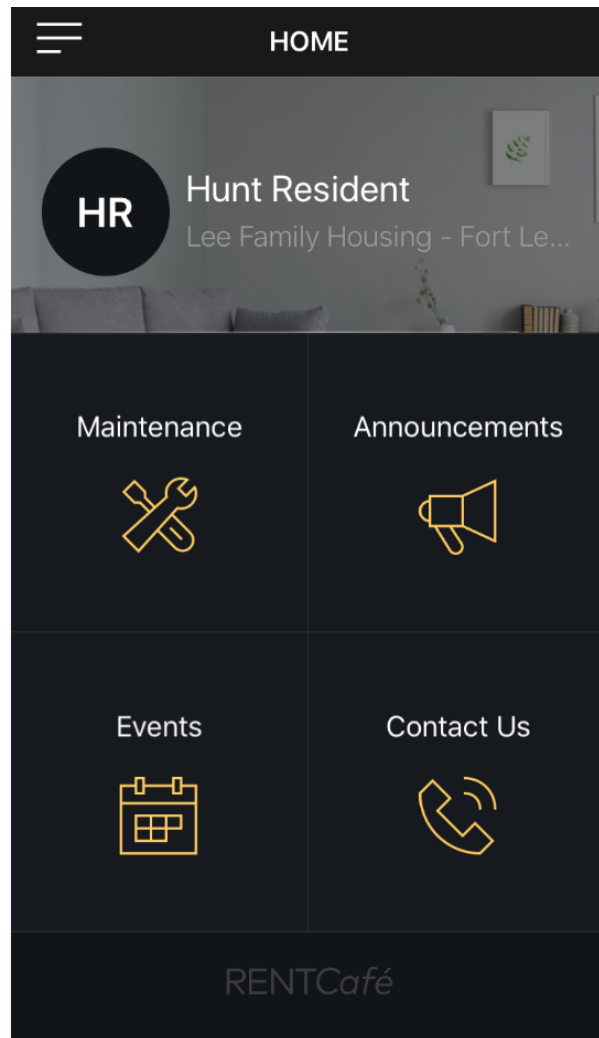
Announcements - Receive real time alerts on important announcements for your community

Contact Us - Email or call your community office

Tap the Maintenance icon to go to the Maintenance section. Here you will see your routine requests submitted through the resident portal or app. Enter new routine maintenance requests using the + at the bottom of the screen.   Please enter only one request per work order.

REQUEST MAINTENANCE

Cancel

NEW REQUEST

Please provide us with some information about your maintenance issue.

Priority

Category

Description

ADDITIONAL INFORMATION (OPTIONAL)

ADD PHOTO   VOICE MEMO

PROPERTY ACCESS

The service team may arrive when you are not home:

PERMISSION TO ENTER?

Please Select

Access Instructions (Optional)

SUBMIT REQUEST

RENTCafé

Entering a work order via the app will submit your work order in real time to your Community Office. Be sure to complete all the fields when entering a maintenance request.

Priority – Routine

Category – Select the most fitting category to your needs

Subcategory – Will appear once category is selected, select the most fitting subcategory to your needs

Description – Enter a detailed description of your maintenance needs

Add Photo or Voice Memo – You can add photos or voice recordings to your work order

Permission to Enter – Select Yes to allow maintenance to enter your home without you present. Select No and a team member will contact you prior to arriving to complete your work order

Access Instructions – Enter information about pets, alarm notice, additional contacts, etc.

Click Submit Request once completed to send your work order to your Community Office. You can view your routine requests submitted through the portal or app by returning to the Maintenance section on the app.