



Payment Information

- ❖ All rent payments are due on the first of every month unless stated otherwise in your lease
- ❖ Rents must be paid in full on the first and are considered late after the 3rd
- ❖ Acceptable forms of payment are as follows:
 - Online payment through our website (**you must have Nicole set this up in advance**)
 - www.keywayproperties.net
 - Select tenant login (**please provide email prior to login**)
 - Email is username, contact property manager for password
 - Check post dated by the third of the month and mailed to business address: PO Box 21868, Albuquerque, NM, 87154
 - Drop off payment in the office. 9998 Montgomery Blvd NE Suite C, Nicole is in office by appointment **ONLY**. Keyway has a desk inside of Caruso Realty LLC. If you go by M-f 9am-5pm you may leave **NON** cash payments with State Farm in Suite A.
 - Via Paypal: the email to pay through paypal is contact@keywayproperties.net. You must put a note with name and address or you will not receive credit for payment.
 - If the payment is not received by the grace period date. The eviction process will immediately begin, until the full rent is received, including all late fees, by **certified funds** only.
- ❖ If the first day of the month lands on a non-business day, the rent will be due the next business day, without being considered late. For example, if the 1st is on a Saturday rent will be due the following monday or the 3rd of that month.



Maintenance Requests

- ❖ Any emergencies such as medical, fire, gas leaks, or personal safety please call 911
- ❖ All non emergent maintenance request MUST be submitted in writing.
- ❖ Non-urgent maintenance requests are encouraged to be submitted online through your Rentec Direct Portal. If you do not have a portal set-up yet, you may call during office hours until your online portal is established. Calls received after business hours will be returned during the next business day.
505-289-0928
- ❖ Urgent maintenance requests should be called in to the office number as soon as discovered.
 - Examples of urgent requests are any type of water leaks, such as roof, busted water pipes, etc.
- ❖ Please let us know of any maintenance issues in a timely manner. This helps us keep rents down, by controlling our costs, while keeping your home in good condition.
- ❖ If we do not answer the phone (505-289-0928), a text can also be sent. All text, phone calls and messages left after hours will not be responded to immediately, unless it is a maintenance emergency.