



# Welcome to your New Home

We're glad you're here  
Let's get you settled



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WHO WE ARE

# About RentReady Homes

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We manage homes across the Dallas/Fort Worth and Houston Metroplexes, as well as several other markets. Our goal is simple: make renting easy, clear, and reliable.

If you need anything, we're here

# Our Team



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**Gabriel Reyes**  
Maintenance Tech  
DFW



**Carnell Webb**  
Field Operations Specialist  
DFW

## GETTING STARTED

# Your Move-In

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## Move-In Fees

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Security Deposit .....
Move-in Rent .....
Resident Benefits Package .....
Pet Deposit .....
Move-in Total .....

## Lease Agreement

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Your lease is sent electronically through the online portal for e-signature. Once fully executed, download your copy directly from the portal.

## Renters Insurance

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Renters insurance is required and included through the Resident Benefits Package. You're welcome to add supplemental coverage separately.

## Move-In Payment

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Your initial move-in fees are paid in cash only using the payslip provided by our team. Online payments are enabled for all future billing cycles.

## Keys & Lockbox

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Access is through a digital lockbox at the front door. Your code is shared once move-in fees are received in full.

A team member will collect the digital lockbox on your move-in day. A permanent manual lockbox stays installed for maintenance access while you're away.

# Resident Benefits Package

## \$25 / month

Included in every RentReady Homes lease. Billed as two line items on your ledger: \$15 "Pinata" and \$10 "Second Nature."



### Air Filters

Delivered every 90 days, starting 30 days after move-in. Provide your HVAC filter size when requested.



### Credit Reporting

On-time payments reported to credit bureaus to help build your credit score.



### Renters Insurance

Included and required. Add supplemental personal coverage if desired.



### Piñata Rewards

Earn points for paying on time. Questions? Reach out to [support@pinata.ai](mailto:support@pinata.ai)



### Filter Support

[residenthelp@secondnature.com](mailto:residenthelp@secondnature.com)



### Credit and Rewards support

[support@pinata.ia](mailto:support@pinata.ia)



## SETUP CHECKLIST

# Utilities & Services

Transfer applicable utilities into your name starting on your lease start date. For homes with shared meters, utilities will remain under the company's name and will be billed separately through Conservice.

### Conservice / Managed Utilities

For homes with landlord-billed utilities, billing is handled through Conservice:

- **\$40 one-time** account setup fee
- **\$11.99 monthly** service fee
- Charges posted **45–60 days** after billing cycle

### Citizen Home Solutions

Our complimentary concierge will contact you after lease signing to help set up

- Electricity
- Security Monitoring
- Gas
- Internet & Cable

We recommend the following **providers**:

**Electric:**

**Gas:**

**CONSERVICE SUPPORT:**

[customersupport@conservice.com](mailto:customersupport@conservice.com)  
(866) 947-7379

**PREFER TO SET UP YOURSELF? Visit:**

[movewithcitizen.com/resident/RentReadyHomesLLC](http://movewithcitizen.com/resident/RentReadyHomesLLC)

ACCESS YOUR PORTAL

# Online Portal

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You'll have access to our secure online resident portal, where you can manage everything in one place, review and electronically sign your lease, securely track your payment history, and submit maintenance requests quickly and easily. We hope this tool provides a simple, efficient, and user-friendly way to manage your home.



## **Web Browser Portal**

Click on the icon to the left to be redirected to the web version of the tenant portal



## **Mobile App**

You can also download the mobile app version of the tenant portal.

For Android devices, **tap [here](#)**

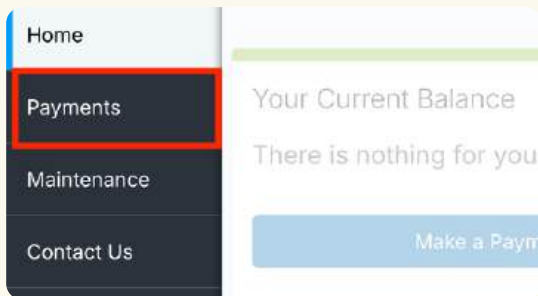
For iOS devices, **tap [here](#)**

## ACCESS YOUR PORTAL

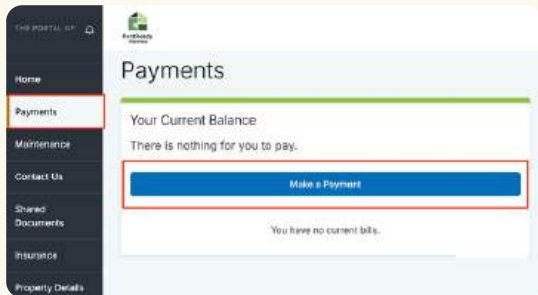
# Making an Online Payment

## ● WEB BROWSER

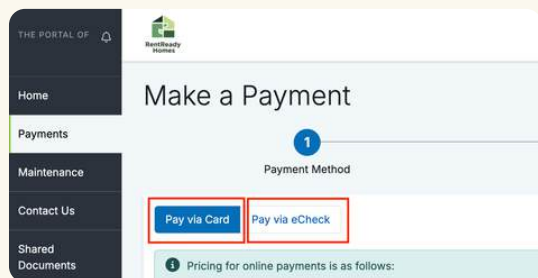
1 — Log into your online portal and click on 'Payments' on the menu or "Make a payment".



2 — Click 'Make a Payment'

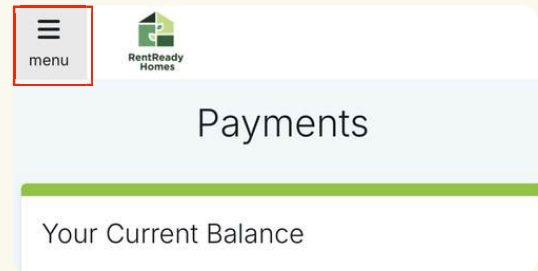


3 — **Submit Payment:** Choose Card or eCheck, enter your details, confirm the amount, and submit.

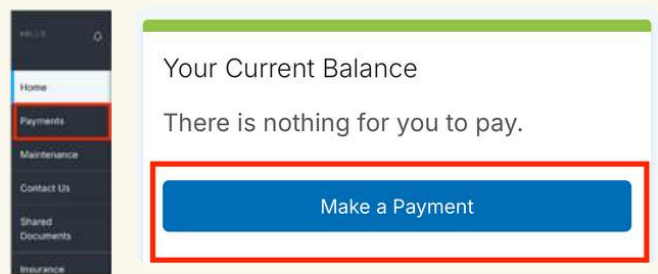


## ● MOBILE APP

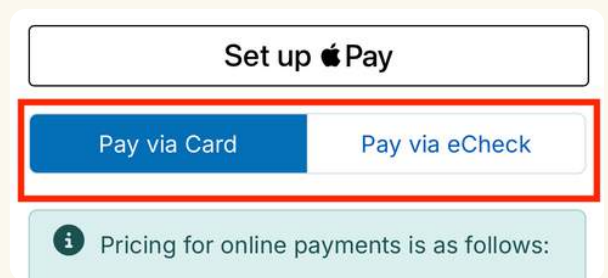
1 — Open the Menu, log in and tap the menu icon in the upper left corner, then select Payments.



2 — Click 'Make a Payment'.



3 — Submit Payment Choose Card or eCheck, enter your details, confirm the amount, and submit.

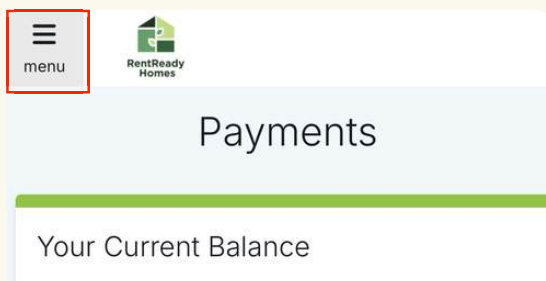


## ACCESS YOUR PORTAL

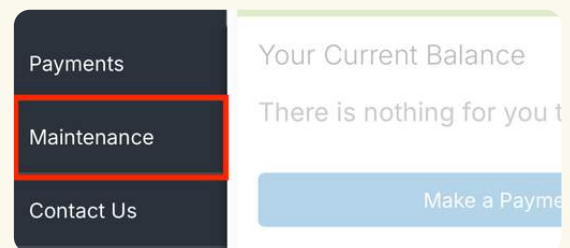
# Submit a Maintenance Request

### MOBILE APP

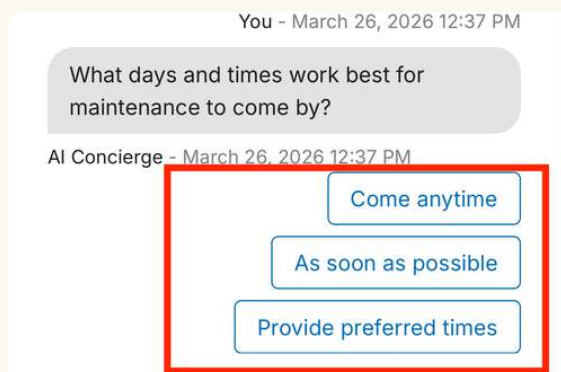
**1** — Open the Menu Log in and tap the menu icon in the upper left.



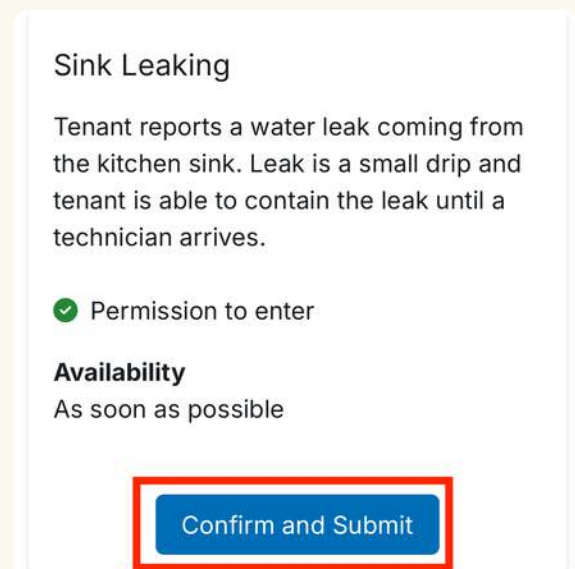
**2** — Select 'Maintenance' Tap Maintenance from the navigation menu.



**3** — Chat with AI Concierge, describe your issue, upload photos, and answer all prompts.



**4** — Confirm & Submit Tap 'Confirm and Submit' to send your request.

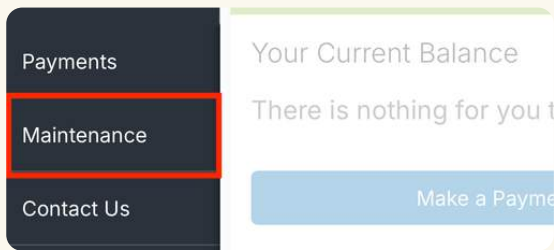


## ACCESS YOUR PORTAL

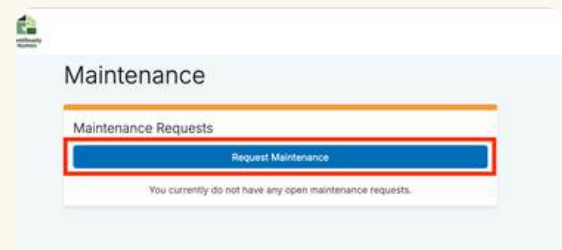
# Submit a Maintenance Request

### ● WEB BROWSER

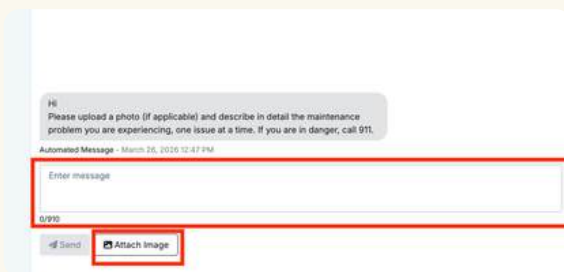
**1** — Select 'Maintenance', log into your portal and click Maintenance from the menu.



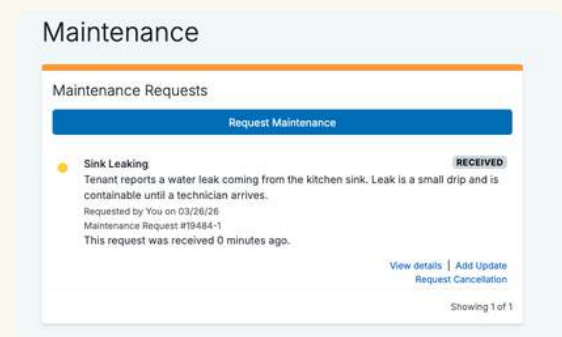
**2** — Request Maintenance, click 'Request Maintenance' to get started.



**3** — Chat with AI Concierge  
Describe your issue, upload photos, and answer all prompts.



**4** — Confirm & Submit Review the summary and click 'Confirm and Submit'.



**EMERGENCY?** If you are in immediate danger or there is a life-threatening situation, call 911 first.



**Thank you**  
*Enjoy your  
new home*

[www.rentreadyhomes.com](http://www.rentreadyhomes.com)