

## New Tenant Information

Welcome to your new home. Below is a short list of items to be aware of as you begin your move.

☐

### ONLINE TENANT PORTAL

BBL Property Management utilizes an online tenant portal for all communications and transactions.

You can access the portal at [BBLPropertyManagement.com](http://BBLPropertyManagement.com).

Once you've signed the lease, you will receive a welcome email that will give you access to the portal.

You will receive a second email that will give you information about your utilities.

Your Property Managers are Diane and Jessica. Please utilize the portal first for all requests, questions, concerns.

Even in an emergency, the tenant portal is the quickest way to reach all of the necessary people.

If necessary, you can email, text or call:

Diane Oliveira 973-650-4429 [dianenj838@gmail.com](mailto:dianenj838@gmail.com)

Jessica Barish 973-521-2551 [jessbarish@gmail.com](mailto:jessbarish@gmail.com)

If you have questions about the portal or need assistance making a payment, please reach out to Wendy.

Wendy Jones, office manager 973-750-1997 [wendyj1167@gmail.com](mailto:wendyj1167@gmail.com)

☐

### SECURITY DEPOSIT

In most instances, your security deposit is due within 24 hours of signing the lease. If you need to make other arrangements and you don't yet have access to the portal, please speak with your realtor or email Diane or Jessica. Please make this payment through the tenant portal.

☐

### UTILITIES

Once you've received your signed lease and email with utility information, please make arrangements to set up the appropriate utility accounts. Utilities must be transferred into your name prior to moving in. Once complete, please email proof to [wendyj1167@gmail.com](mailto:wendyj1167@gmail.com).

☐

### FIRST MONTH'S RENT AND PET FEES

First month's rent and pet fees must be paid at least 7 days prior to move-in. If your move-in date is within 7 days, please email Diane or Jessica for alternate options. In most cases, a bank check or cash will be required for this first payment. Beginning with Month #2, rent is due on the 1st of the month. All payments should be made through the tenant portal.

☐

### NOTE ON PAYMENTS

Payments should be set up to pay via EFT/echeck. You simply enter your banking information into the secure site (we have no access to this information). There is no fee associated with paying via echeck. You can set up single payments or recurring payments. We cannot draft money from your account. Only you have access to this information and you must initiate all payments.

Credit card payments are an option that is provided on the portal. Please be aware that there is a significant fee associated with paying via credit card. The amount of the fee is currently 2.95% of the amount of the payment. It goes directly to the third party processing company. We provide this option for tenants however, we suggest you use this as a last resort. Again, there is a significant fee associated with paying with a credit card.

☐

### MOVE-IN

The day before your scheduled move-in, be sure all payments have been made and all utilities have been transferred. Once this is confirmed, please put a request into the tenant portal requesting the lockbox code. You will receive the lockbox code and you can retrieve your keys from the house at your leisure.

Once you have moved in, if there are any items that concern you or that are not functioning properly, please enter a request into the portal. In most instances you will receive your responses via the portal.

Tenant Initial \_\_\_\_\_ LL Initial **JB**