rentvine Tenant Portal

Your Rentvine Tenant Portal, your one-stop-shop for all your renting needs.



Summary

Overall view of your renting status with easy access to making payments, recent activity, and key lease details.



Make Payments

Make rental payments online by choosing between eCheck or Credit Card.



Activity

Filter and view your transactional history including rental charges, payments, and credits.



Payment Methods

Store your preferred payment method of eCheck or Credit Card.



Files

View your application, lease, and other documents via our built-in document sharing system.

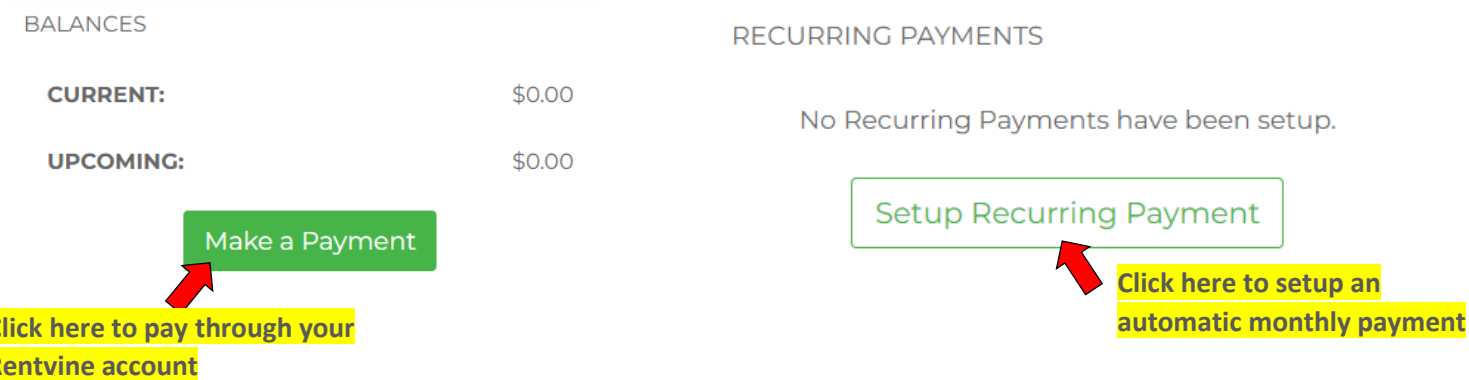


Service Requests

Submit maintenance requests on the fly.

Navigating Your Rentvine Tenant Portal

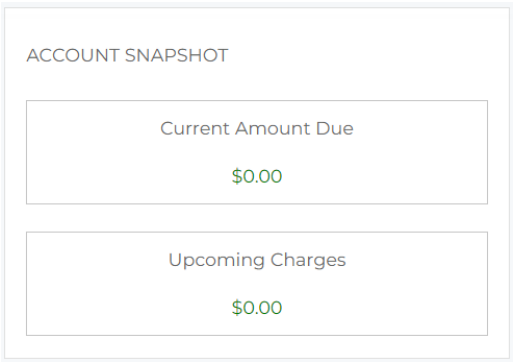
Summary Page



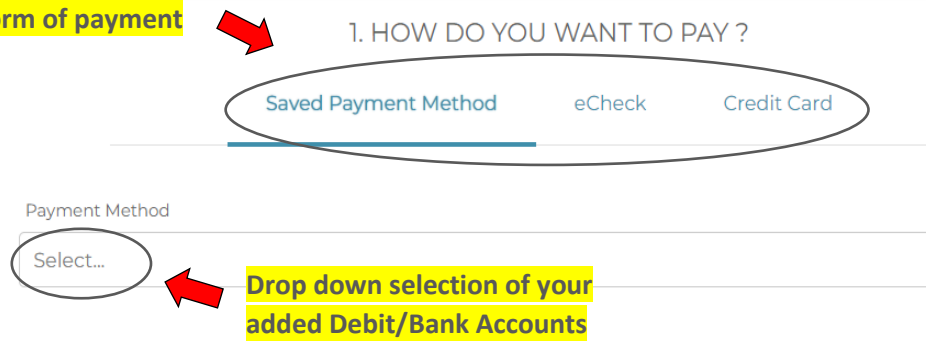
Click here to pay through your Rentvine account

Click here to setup an automatic monthly payment

Make Payments Page



Click to select which form of payment



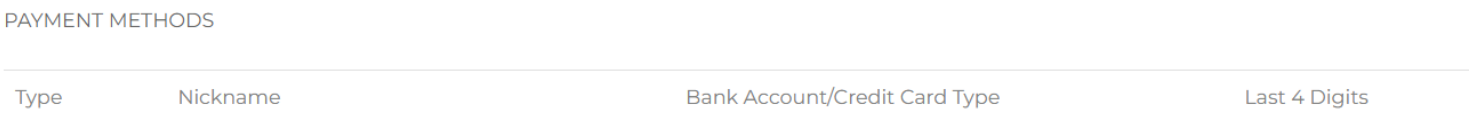
Drop down selection of your added Debit/Bank Accounts

Activity Page

Click here to change date range on tenant transaction ledger



Payment Methods Page



Saved payment methods will show on this page.

Files Page

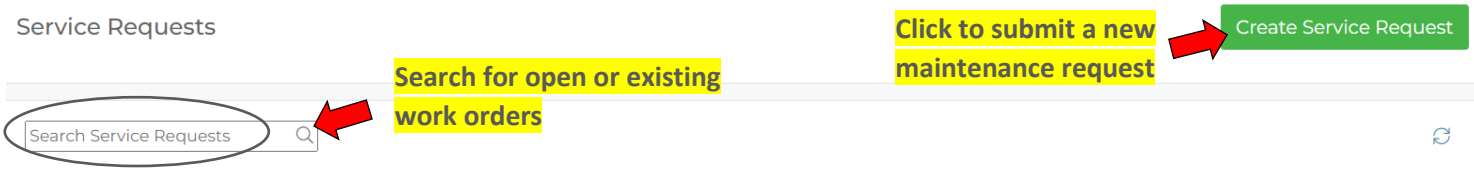
Click to upload files from your computer onto Rentvine account



Files uploaded by FRPM for your reference, such as your lease, will also be on this page.

Service Requests Page

Click to submit a new maintenance request



Search for open or existing work orders

Setting Up Automatic Payments On Rentvine

Once you are logged into Rentvine there will be a box that says “Recurring Payments.”

1. Click the green “Set Up Recurring Payment” button
2. Go to Payment Method
3. If you have a saved payment method, choose that for your payment. If not,
    - Click on E-check
    - Fill out the name on the account
    - Make sure to select whether it is a checking or savings account (if savings, make sure your bank allows you to pay out of a savings account).
    - Type in your account and routing number (make sure to double check all numbers, if numbers aren’t correct, it will cause the payment to be returned)
4. Select “Payment amount type”
    - If you want it to pay the balance that is on the account, select **balance**
    - If you would like it to pay the balance but not exceed a certain amount, select **balance not to exceed.**
    - If you would like it to only take out a certain amount, select **fixed amount** and then fill in the drop-down bar with the fixed amount you would like pulled from your account.
    - If you would like to only have it pay a percentage of the balance, select **percentage of balance.**
5. Choose your start and end date
    - Make sure your start date is the day that you want the payment pulled from your account and that it is set for the upcoming month.
    - If you would like the payments to end the day your lease ends, put that date in the “end payment date” section.
6. Make sure to accept the terms and conditions
7. Double check all the information is correct and hit the “Submit” at the bottom.

1251 N. Cole Road, Boise, Idaho 83704
208-321-1900 phone 208-321-1901 fax

How to Submit a Maintenance Request

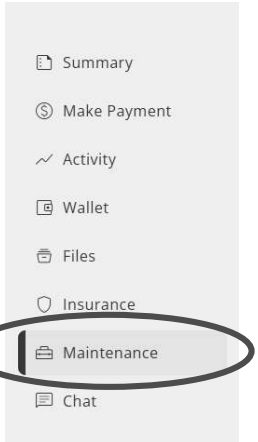
Step 1:

Login to your Rentvine Portal



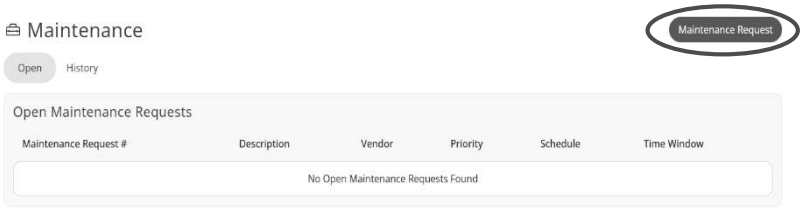
Step 2:

Click the “Maintenance” tab



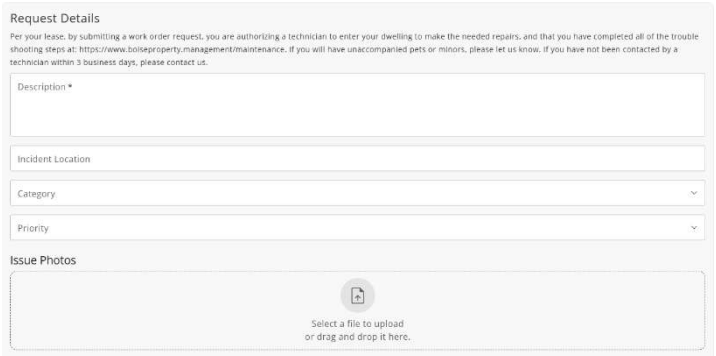
Step 3:

Click the green “Maintenance Request” button



Step 4:

Fill out the fields (description, incident location, category [what is needing fixed], and the priority of your request.



Before submitting your request be sure to visit **boiseproperty.management/maintenance** and review the Frequently Asked Questions

ROOMMATE & COSIGNER ADJUSTMENTS

Making changes to who's on your lease? Here's what to know about updating roommates or cosigners.

ADDING ROOMMATE(S)

Application for the Incoming Resident(s):

The incoming resident(s) must complete the FRPM online application. Please provide the name(s) and email to your leasing agent so we can send the link to apply.

Required Documents

The incoming resident must submit their proof of income and a copy of their ID.

REMOVING ROOMMATE(S)

Required Documents

Tenant(s) remaining in the unit will need to provide proof of income from the past 30 days (four most recent pay stubs, most recent tax return if self employed)

NOTE: If the remaining residents don't meet the income requirements, all residents will stay on the lease and remain fully responsible for the property and lease terms.

FEES

There is a $150 Roommate Adjustment Fee per roommate being added to or removed from the lease.

COSIGNER REMOVALS

Requirements

1. A cosigner can **only** be removed at the time of lease renewal.
2. There must be no late payments, NSF fees, or lease violation charges during the lease term in order to qualify for cosigner removal.
3. An inspection of the unit will be required to confirm that the property has been properly maintained.

FEES

If all of the above requirements are met, a $50 Cosigner Removal Fee will apply.

IMPORTANT

Once an adjustment is approved, all applicable fees are paid, and your account balance is $0, **a new rental agreement or lease amendment must be signed** to make any changes official.

1st RATE Property Management

https://www.boiseproperty.management

info@frpmrentals.com

208.321.1900

1251 N Cole Rd. Boise, ID 83704
Office Phone 208.321.1900

FRPM Directory

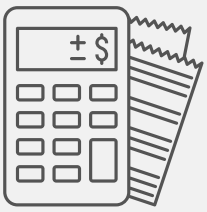
For the quickest response, please use the "Chat" feature in your tenant RentVine portal to connect with an FRPM agent. If you have a maintenance emergency, please dial 208-321-1900 and follow the prompts.



Maintenance

Please submit a workorder through your RentVine portal for quickest for all maintenance issues. If having issues online, reach out by:

Email: Maintenance@frpmrentals.com
Direct Line:Ext. #104 or (208)519-5104



Accounting

For questions about rent, payment arrangements, etc.

Email: Accounting@frpmrentals.com
Direct Line: Ext. #103 or (208)519-5103



Leasing

For questions about lease, roommate adjustments, cosigner removals, renewals, lease violations, etc:

Email: Leasing@frpmrentals.com
Direct Line:Ext. #107 or (208)519-5107