

# EVERYTHING YOU NEED TO KNOW ABOUT RENT PAYMENT OPTIONS



Inn Town Homes uses AppFolio! AppFolio's Resident portal provides you with a secure, quick, and easy way to pay rent, view your account history, and request maintenance.

You can learn more about using AppFolio at <https://www.appfolio.com/help/online-portal>

**Looking to log in to your portal? Click here!!!**



## PORTAL PAYMENT OPTION #2: CREDIT OR DEBIT CARD

**COST:** Credit 3.49% fee, Debit \$9.99 flat fee

**ABOUT:** You'll enter your card information through your portal. Some residents find that the potential to earn points on their credit cards offset the fees.



## QUESTION: CAN I PAY FOR MULTIPLE MONTHS?

**ANSWER:** Yes, but if you have roommates DO NOT PAY FOR MULTIPLE MONTHS THROUGH THE PORTAL!! Please call the office and we'll be happy to instruct you on how to best make your payments without creating confusion in the joint portal account.



## QUESTION: WHAT ABOUT AUTOPAYMENTS?

**ANSWER:** Your portal allows you to create an autopayment if you wish. If you have roommates, DO NOT select "Pay full balance" when setting it up or you will be paying the entire apartment's rent! Select the amount you'd like to pay, and the payment date (rent is due on the 1st of each month!) Each month it will deduct the amount you selected.



## PORTAL PAYMENT OPTION #1: E-CHECK

**COST:** Free

**ABOUT:** Similar to a paper check without the paper, you'll enter your checking account and routing information through your portal.

Like a paper check, you must have funds available, and the payment can take up to 7 days to clear your account.



## PORTAL PAYMENT OPTION #3: CASH PAY-SLIP

**COST:** \$3.99 flat fee

with maximum of \$1500 transaction

**ABOUT:** Call or email the leasing office for a barcode which you can take with you to CVS or 7-Eleven stores and pay your rent there with cash. Your barcode is scanned, and your rent portal is then credited.



## QUESTION: WHY CAN I SEE THE TOTAL RENT?

**ANSWER:** You and your roommates are on a joint lease. While your portal login & payment information is private, you will always be able to see the total rent each month and everyone's payments as they're made. To download your full account history, go to the "Payments" Tab and select "View full account ledger" Click on each (+) for more info.

## ADDITIONAL QUESTIONS ABOUT RENT?

Call the leasing office at  
(614) 294-1684

We're open 9am-5pm M-F  
or, email

[info@inntownhomes.com](mailto:info@inntownhomes.com)