



Welcome!

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Lakefair Realty
AND PROPERTY MANAGEMENT

We're excited to welcome to your new home!

Once you're settled in, managing your living experience is just as effortless. Our state-of-the-art Portal System via the Resident Center simplifies the payment process, ensuring that you can handle your monthly transactions securely and efficiently. No more checks or trips to the leasing office – just the convenience of managing your finances with a few clicks. Need maintenance assistance or have any questions or inquiries? Our online portal extends its functionality to accommodate requests. Easily submit your concerns, and our responsive team will address them promptly, ensuring that your living space remains in pristine condition.

Lakefair.net
15018 Lakefair Drive Suite C, Richmond TX 77406



Payments



Requests



Announcements



Documents

The "Documents" tab allows you to access your lease.

You can view all your charges and payments by date under the "Payments" tab. New charges are typically added about 1-2 weeks before they're due.



- Use the "Requests" tab to click "Create Request" and submit any questions or concerns related to your rental.
- Requests are visible to maintenance staff, realtors, and the office team, ensuring they reach the appropriate person.
- The tab also provides a record of your ticket history and updates.
- Including photos and detailed information is highly encouraged, as it helps us address your request more efficiently.
- Note: Please avoid contacting staff directly regarding inquiries, as this can slow down the process and create confusion in communication.



Resident Center via the Tenant Portal System: Payments/Autopay



Your current balance is
\$0.00

Make payment

Set up autopay

Click "Make payment " in order to make a payment.

The system will automatically populate full due. If it is a couple weeks before a prorated amount is due as well, it will include that charge too. To pay only less than the full amount. Please manually input the amount intended to pay.

Please click "Set up Autopay" to enable automatic payments. This option is not required but offers added convenience.

Kindly note that there is a fee for any returned payments. If a payment is returned, you will receive an email notification.





Utility Activation

Green Residential 1010 Washburn Dr, Lea...

**Get your key
by turning on your utilities.**


25% complete

- Internet**
See options for your address. >
- Electricity**
See the only option for your address. ✓ >
- Water**
See options for your address. >
- Gas**
See options for your address. >
- Trash**
See options for your address. >

[Get live chat support](#)

Step 1
**See checklist of utilities
to set up.**

Green Residential 1010 Washburn Dr, Lea...

< Back

**Turn on the electricity ⚡
for your address.**

Step 1: Create account on their website.

 **Austin Energy**
Click to sign up & turn on water. >

Step 2: Enter your new utility account ID
here to confirm you've turned it on.

New Account ID

type your energy utility account ID here...

Save

[Get live chat support](#)

Step 2
**Set up and confirm
each utility activation.**

Please check the email or text messages for instructions on setting up your utilities. The link will provide options for various services.

Water, trash, and gas must be set up through specific providers, while the tenant is welcome to choose any provider for electricity and internet.

The system may list suggestions, but the choice for these services is entirely by the tenant.

Tenant Resources



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Tenants Rights Handbook:

<https://www.lakefair.net/pdf/Tenants-Rights-Handbook.pdf>

LAKEFAIR.NET



Tips for getting your security deposit back:

<https://www.lakefair.net/pdf/Some-Tips-to-Get-Security-Deposit-Back.pdf>



Inventory and Condition Form

Make sure to complete the inventory and condition form upon moving in. Refer to lease on due date.



Thank you!

Frequently Asked Questions

- Am I required to have renters insurance?

Please refer to your lease Paragraph 26 “Special Provisions” to see if renter’s insurance is required. Landlord’s insurance does not cover Tenant from loss of personal property. Landlord highly recommends that Tenant obtain liability insurance and insurance for casualties such as fire, flood, water damage, and theft.

- How can I give notice for intent to move?

Please submit a request through the Residential Center/Portal System. The tenant will need to provide a forwarding address. We will place a lockbox for the tenant to place your keys in. Please let us know when the tenant has placed the keys and have moved out.

- What method of communication should I use to ask questions about my lease or maintenance after move in?

Please use the Resident Center via the Portal System “Requests” for any inquiries for the rental.

- What can I expect after moving in for deposit release?

Step 1: Confirmation of forwarding address, keys placed in lockbox, and move out completed

Step 2: Staff will do an inspection report with photos and list.

Step 3: Photos and list will be compared to previous photos and Inventory and Condition Form

Step 4: Items that are not caused or responsible of the tenant will be removed and forwarded to maintenance for pricing.

Step 5: Once pricing is received, a realtor will compile a Itemization of Security Deposit detailing itemized deductions.

Step 6: Remaining balance will be mailed.

