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Resident Frequently Asked Questions

Who is Flex?
Flex is a flexible payments solution that provides residents access to a credit line that lets them split their monthly rent into two payments, while ensuring properties get paid in full, when rent is due.

How does Flexible Rent work?
Each month, Flex splits your rent into two payments using a credit line:

- First Payment: Due on the 1st of the month. If the first payment isn't made by the applicable deadline, Flex will not cover your rent that month.
    - New Flex users: Must pay by 5:00 PM Eastern on the 4th.
    - Returning Flex users: Must pay by 11:59 PM Eastern on the 5th.
- Second Payment: Due on the 15th, or on a different date you choose in the Flex app.

With Flex Autopay turned on, Flex will attempt to process your first payment on the last day of the previous month (for example, July 31 for August rent). If funds aren't available, Flex will retry daily, with a final Autopay attempt on the 5th.

If Autopay is off, you must pay manually in the Flex mobile app by the deadline noted above.

Why should I use Flex as a payment option?

- ✔ More financial flexibility
- ✔ Encourages better budgeting
- ✔ Improves monthly cash flow
- ✔ No long-term contract
- ✔ No late, cancellation, or return fees
- ✔ Easy sign up within your **Tenant Web Access** (TWA) portal or **rmResident mobile app**

How do I sign up?
Flex is available directly in your Tenant Web Access portal and the rmResident mobile app. Simply log in when it's time to pay rent, and you'll see the option to sign up on your payment screen. If you are approved by 5:00 pm Eastern on the 4th of the month, you will be eligible for Flexible Rent payment for that month. If you sign up after the 4th, you will be enrolled for the following month.

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What does it cost to pay with Flex?
There is a flat monthly membership fee of $14.99 (or less if you meet certain criteria) automatically charged on the 15th. A bill payment fee of 1% of your total rent is also charged. Additional processing fees apply when using a credit card.

Can I change my payment schedule?
You have the flexibility to make changes to your payment schedule directly in the Flex mobile app. Just remember to reschedule at least one business day before the chosen date and ensure your Flex account has a zero balance by 11:59 PM Eastern on the last day of the month to continue this service.

What do I do if I want to cancel?
Flex is optional, and you can cancel anytime. If you'd rather pay rent without Flex, you can cancel directly in the Flex mobile app or reactivate later if you change your mind.

How do I know if I'm eligible to use Flexible Rent?
You must be 18 years of age or older and qualify for a Flex credit line, which Flex will evaluate when you apply, based on your credit report information, payment history, and other factors. You also need to have a debit or credit card to make your payments to Flex.

What happens if I miss a payment?
If you choose not to pay your upfront payment for any given month—or if that payment fails—your Flexible Rent account will be paused. Flex will notify you via email so you can make your full rent payment directly to your property management company. If you miss your second scheduled payment, Flex may allow a one-time catch-up payment. However, to keep your account active, your full Flex balance must be paid by the end of the month.

Will my property management company know my rent was paid via Flexible Rent?
Yes. When you pay using Flexible Rent, a payment is posted to your account as usual—and it's tagged with a Flexible Rent reference, so your property manager knows it was submitted via Flex.

Does Flexible Rent affect my credit?
Checking your eligibility for Flexible Rent will not affect your credit. However, once enrolled, your payments to Flex are reported to credit bureaus. Making those payments on time could help you build a positive credit history.