



Resident Information Guide

Welcome to your new place and to the Mayfair community!

We're excited to have you here. Inside, you'll find key tips on paying rent, submitting maintenance requests, and more, everything you need to settle in and feel at home.

How to Pay Rent

To pay your rent, you'll need to set up your Resident Center account.

Step 1: Activate Your Account

- Before you move in, you'll receive an email invitation from donotreply@managebuilding.com (Check your spam or promotions folder if you don't see it.)
- Click **"Activate Account"** in the email. Create a password (enter it twice). Your **email will be your username**.
- Didn't receive the email? Contact us at (954) 779-6053 ext. 0 or email help@mayfairre.com with your full name and property address.

Step 2: You Can Also Register Manually

- Go to: www.MayfairPropertyManagement.com
- Navigate to **RESIDENTS >> RESIDENT PORTAL**
- Click **Sign Up** and follow the instructions.

Ways to Pay Rent

You have 3 convenient options:

1. **Automatic Payments**
Set up recurring payments via credit card or bank transfer in your Resident Center. Avoid late fees and skip the hassle.
2. **One-Time Online Payment**
Log in monthly to make a single payment.
3. **Cash Payment via PayNearMe**
Pay at local retailers like CVS or 7-Eleven.
Find your **PaySlip** in your Resident Center or contact us and we'll send it to your phone.

Important Payment Reminders

- **No checks** – This helps avoid delays, theft, or lost payments.
- Need help? Call **(954) 779-6053** and leave a message, or email us. Our team is here to help.

Include button for clickable to resident portal:

<https://mayfair.managebuilding.com/Resident/portal/payments/new?fromDashboard=true#eft-payment>

Utility Setup (Required)

Before or right after move-in, please set up your **water, sewer, electricity, cable, and internet** in your name. If you're unsure which providers serve your property, we'll be glad to help.

Service Request Policy & Maintenance Information

At Mayfair, we take your comfort seriously. We ask that you submit only **necessary and legitimate** service requests, so we can respond efficiently and fairly to all residents.

How to Submit a Service Request

Log in to your **Resident Center** and follow these steps:

1. Navigate to the **Request** section
2. Select **Create a Request**
3. Choose **Maintenance** or **General Inquiry**
4. Add your details
5. Click **Submit Request**

Normal Service Hours:

Monday through Friday, 8 AM – 5 PM. Requests made outside of these hours will be addressed the next business day. We prioritize requests based on urgency and work to coordinate with multiple residents each day. Your patience is appreciated!

Standard Requests

We aim to complete normal requests within 7 days depending on volume and scheduling.

Cosmetic or Optional Repairs

We typically do not cover minor or cosmetic repairs (e.g., scratched floors, blind replacements). If you'd like, we can refer you to a handyman for out-of-pocket fixes. Larger changes require landlord approval.

Include button for clickable to resident portal:

<https://mayfair.managebuilding.com/Resident/portal/requests/new/maintenance-request>

In Case of Emergency

Always call **911 first** if there is immediate danger. Then contact us at **(954) 779-6053** to notify our team.

Know someone looking for a place? Refer them to us! If they move into one of our properties, you'll receive a **\$50 Amazon gift card** (sent electronically) as a thank-you.

Follow us on Instagram @mayfair.pm for rental tips, local updates, and community news you'll actually use!

Thank you again for choosing Mayfair.

We're excited to have you and look forward to serving you!