

Resident Connect Frequently Asked Questions

Welcome to Resident Connect! We are happy that you have chosen to learn more about this new service and how it can help you view and pay your rent bill online. We have gathered some basic information about how Resident Connect works.

To visit the Resident Connect website for either property, please visit: stuytown.com/residentportal.

For step-by-step instructions on how to set up your account or use Resident Connect, please visit stuytown.com/residentportal.

For any additional questions you may have about Resident Connect, please contact our Accounting Customer Service team at accounting@stuytown.com or call 212.420.5000 and select Option 3.

What Is Resident Connect?

Resident Connect is an online portal that enables you to view and pay your rent bills online. You have the option to either set up recurring payments that are made automatically on the 1st of each month or to log in to the system and make a one-time payment whenever you wish. Resident Connect also allows you to view your account statements and see credits and debits that are applied to your account.

How Are Online Payments Made?

Online payments can be made through ACH processing, meaning that your rent payments will be taken directly out of your checking account or using credit or debit cards. All you have to do is enter your payment information and authorize an amount. Please note that the name on the checking account from which the money is drawn MUST match the name of at least one of the lease holders.

Can I Use A Credit Card?

Yes you can.

Who Can Use Resident Connect?

Resident Connect is available to any Tenant of Record (i.e. anyone whose name appears on the lease) with a current lease. Unfortunately, we are unable to create a Resident Connect account or accept payments from anyone whose name is not on the lease.

How Do I Log In?

Please click the “Create An Account” button on the Resident Connect home page, at which point you will be prompted to enter your email address. Please note that Resident Connect will only accept the email address that you have on file with Management. Once you enter your email address, Resident Connect

will send you a temporary password to be used for your initial log-in. Once you log-in, you will be prompted to change your password. You should use your new password for all future log-ins. If you forget your password, you can use the “Forgot Password” button and an email reminder will be sent.

If you have any trouble with your initial log-in, please contact the Accounting Customer Service team at accounting@stuytown.com or by calling 212.420.5000 and selecting Option 3.

What Amounts Can I Pay Through Resident Connect?

You can either set up a:

- **Recurring Payment** which automatically pays any or all of your outstanding balance each month, or
- **One-Time Payment** which allows you to pay any or all of your outstanding balance at your convenience

What If I Am Enrolled In ACH Recurring Payments And There Are Charges On My Account Related To Key Orders Or Maintenance That Change The Standard Monthly Amount Due?

The recurring payments will include all supplemental charges including key charges and maintenance as noted on your bill.

Can I Use Resident Connect If My Co-Tenant Does Not?

Any tenant of record can use Resident Connect to make a one-time payment or to check a rent statement online.

What If I Want To See The Rent Bill Before I Pay It?

Residents will continue to receive their rent bills in the mail exactly as in the past. In addition, residents can view their rent bill online by logging into Resident Connect. The exact date new rent bills are posted will vary depending on the month, but, generally speaking, rent bills should be available at least five days before the end of each month.

What If I Don't Have Enough Money In The Bank After I Authorize A Payment (Or After The Recurring Payment Date Occurs)?

This will be treated as if a check is returned for insufficient funds. A Not Sufficient Funds (NSF) fee will be added to your next rent bill and your balance will remain outstanding. In order to avoid the NSF fee, please be sure to verify your account balance before a payment is made. Please note that the NSF fee (or fees, if more than one payment is returned for insufficient funds) is billed to all tenants of record who are jointly responsible. This is true even if only one co-tenant's ACH payment is returned for insufficient funds.

Can I Check the Status of My Payments With Resident Connect?

Yes. Resident Connect will show you your current bill, your total outstanding balance, and any payments which have been processed. Even if you do not pay via Resident Connect, all residents can confirm that payments have been received and processed by logging on.

We encourage residents to check the status of their payments online. Generally speaking, payments made via ACH or Credit Card should show up on your online profile within 1-2 business days. Rent checks left in the drop box or sent to the PO Box should show up online within 5 business days.

How Many Payments Can I Make Per Day?

The system is set up to allow only two transactions per day, per resident. While we don't anticipate the need for a resident to make more than two transactions per day (the second transaction is allowed just in case of an error), if for some unforeseen circumstance a third transaction is necessary, please call 212.420.5000 and select Option 3 to speak with our Accounting Customer Service team.

Does the Recurring Payment Function Allow Me To Pay The Last Month's Rent on My Lease?

Unfortunately, the recurring payment feature on Resident Connect does not allow for payment of the final month of your lease. It is part of the way the system is programmed and is due to the fact that the last month's rent may need to be prorated. Resident Connect will NOT be able to withdraw the final month's rent. In order to pay your final month's rent, you will either need to make a one-time payment via Resident Connect, or you can send a check along with your lease termination paperwork. Your move out packet will have additional information on how and exactly how much to pay for your last month's rent.

Are There Any Other Instances in Which Recurring Payments Won't Work?

The only other time the recurring payment feature may not work is if you are late in submitting a renewal. If you are planning on renewing but have not signed and submitted your renewal at least 30 days prior to your lease expiration, the system will think that you are vacating and therefore won't withdraw your rent payment for, what it believes is, your last month. In that case you would have to make a one-time payment. The best way to avoid this issue is to sign and return your lease in a timely manner.

When Can I Use My Resident Connect Account and When Does It Terminate?

Accounts are activated on the day your lease starts and are terminated on the day your lease ends. Unfortunately, we cannot provide access before or after those dates.



What If I Change Bank Accounts?

Resident Connect allows you to enter a new bank account by simply going to your payment settings and updating the information. Please keep in mind that rent payments can only be made from an account that matches at least one name on the lease.

What If One Of My Co-Tenants Drops Out Of the ACH Program After We Sign Up?

If you each have a recurring payment set up the payment of the resident moving out will be removed. Existing payments for remaining residents will remain as normal.

How Will This Transaction Appear on My Bank Statement?

ACH transactions will appear on you bank statement as “ClickPay PropertyPay.”

Credit Card transactions will appear on your statement as one of the following:

ClickPay*STUYVESANT TOWN.

ClickPay*PETER COOPER VILLAGE.