



## DEAR VALUED RESIDENT



We are pleased to announce a new online and mobile resident services feature that will make your living experience even more convenient and enjoyable than ever before. Effective immediately you'll be able to access a host of features from your computer or mobile device, including checking your account balance and making service requests. You'll also be able to continue making rent payments online using the convenient [RentMoola](#) online payment site.

To start using these new features right away, follow this simple sign-up process:

1. Visit [www.clvgroup.com](http://www.clvgroup.com)
2. Click on *Resident Portal*, located at the top of the page or in the *Resident* menu.
3. Chose your Province, City and Property, and click *Go to Portal*.
4. You'll be taken to the *Resident Services* page, where you'll click on the *Click here to register* link.
5. Follow the signup instruction, including providing you First Name, Last Name, Phone Number and Email address (note that this information MUST match exactly the information already on file).
6. When you've completed the signup process, a verification email will be sent to you, follow the instructions in the verification email to login in to your account for the first time.
7. Congratulations! You are now registered to use the online and mobile resident services!

Features available to you online:

1. Make payments: Click on the *Pay Now* links to be taken to the RentMoola online payment site.
2. View your balance: Click on the *Account Statement* link to view your account and payment history.
3. Make maintenance requests: Click on the *Maintenance* link to be able to fill out a quick and easy maintenance request form. You'll also be able to attach pictures to your maintenance requests.
4. Update your personal information and vehicle information by clicking the *Profile* link. (Note that if you change your email address you will be changing the login information you use for the online and mobile resident services.)

Your login information also gives you access to the FREE *Yardi Systems RENTCafé App*, available for Apple iPhone and iPad devices on the [Apple App Store](#) and Android Devices on the [Google Play Store](#). Search for the *RENTCafé Resident App*.

Features available to you using the mobile app:

1. View your balance, using the *My Account* link.
2. Make maintenance requests: Click on the *Maintenance Request* link to be able to fill out a quick and easy maintenance request form. You'll also be able to attach pictures to your maintenance requests. Maintenance requests made using the app will immediately be sent to your site office.
3. You can also update your personal information and vehicle information by clicking the *My Profile* link. (Note that if you change your email address you will be changing the login information you use for the online and mobile resident services.)

We encourage you to explore and make use of these convenient new features. Should you require any assistance or have any feedback about these new features, please contact us at [residentservices@clvgroup.com](mailto:residentservices@clvgroup.com) or call us toll free at 1-855-531-0093 (Support available during regular business hours).

Please note that your use of Online & Mobile Resident Services remains confidential and private at all times.

As always, emergency maintenance requests during business hours should be directed by phone to your [site office](#). After hours emergency maintenance requests should be direct to the after-hours emergency maintenance hotline at 1-877-828-9417.

Should you have any questions about this or anything else, please do not hesitate to contact your site office for further details.

Best Regards,

CLV Group Inc.  
[info@clvgroup.com](mailto:info@clvgroup.com)  
1-877-728-3003