

Tenant Guide: Features & User Manual

Beyond Realty · Tenant Portal · Guide for U.S. Tenants

1. Welcome

Congratulations on renting a property managed by Beyond Realty LLC. This guide helps you get started with the **Tenant Portal**—pay rent, request repairs, view your lease, and download documents, all online.

2. What the Tenant Portal Does

- View your lease and renewal reminders
- Pay rent online and view payment history
- Submit maintenance requests 24/7
- Download lease, disclosures, inspection & payment receipts
- Receive notices (renewal, etc.) and reply online

3. User Manual

3.1 Login & Account

- Accounts are created by management; self-signup is disabled.
- To open or recover an account, contact **(337) 967-5561** or **sophie.z@beyondrealtyusa.com**.
- Log in with email + password + **slider verification**.
- **First login** requires a new password: at least 6 characters, with letters and numbers.

3.2 Overview

Four cards: monthly rent, whether this month's rent is paid, property city, unit type.

3.3 My Lease

Shows: address, unit type, monthly rent, lease term, renewal reminder (days left; contact us 60 days ahead to renew).

3.4 Rent Payments

- Payment history is listed monthly under "Payment Details": amount, method, status, paid time.
- Methods: e-check / Zelle / Apple Pay / cash at retail locations (as enabled by management).
- The actual payment link and invoice are provided by management; the portal records your payment flow.

3.5 Maintenance Requests

- Under "Maintenance", pick a **category** (Plumbing / Electrical / HVAC / Appliance / Roof-Leak / Pest / Other) and **priority** (Normal / High-affecting habitation / Emergency / Low), describe the issue, and submit.
- A work-order number is returned; for urgent orders also call **(337) 967-5561**.
- For **emergencies** (fire, gas leak, life safety) dial **911** first, then contact us.
- View request history and status below "Maintenance".

3.6 My Documents

Download: lease, disclosures, inspection records, payment receipts (only "tenant-only" and "both" files).

3.7 Notices & Renewal

- A renewal notice arrives 60 days before lease end.
- Reply to management directly (e.g. "Want to renew one year" / "I will move out on X/X, please schedule inspection")—both sides see the same thread.

4. Fees (per your lease)

Item	Notes
Rent	Monthly
Deposit	One-time at move-in
Pet fee	If applicable, monthly (default \$25/mo)
Late fee	Per late payment after grace period (default \$100)

Note: The above are common defaults; actual amounts are per your signed lease.

5. Emergency Contacts

- Maintenance / daily: (337) 967-5561
- Fire, gas, life safety: 911
- Email: sophie.z@beyondrealtyusa.com