

Your Resident Portal Guide

HARBOR GROUP MANAGEMENT

Lindsey Roberts Logout

Home

Welcome!

At Runaway Bay, providing quality services to help make your life a little easier is a priority! We've made it easy to pay your rent online, enter a maintenance service request, browse our calendar for upcoming activities, and much more!

If you have any questions, please contact the Leasing & Resident Center at (757) 340-7941.

Office Hours
 Monday - Friday 9:00am - 6:00pm
 Saturday - 10:00am - 5:00pm
 Sunday - 1:00pm - 5:00pm

RUNAWAY BAY
 100 Runaway Bay Drive
 Virginia Beach, VA 23452
 (757) 340-7941
runawaybay@harborgroupmanagement.com

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With your resident portal, you can do the following:

- Make one-time ACH payments
- Setup recurring ACH payments
- Edit your profile information
- Review active lease terms
- Submit new Service Requests
- Review Service Request History
- Renew Your Lease

Take advantage of the following features:

- Email the property using the “Contact Us” link
- Refer a friend to the community by sending their info to the property staff
- Prepay your rent prior to charges being posted

Use the links on the right hand side of the Welcome Page to view the various features. Refer to the next page to review examples...

One-Time Payments

From the **My Bill** section, click the **Make Payment** link

- Select "Create New Account" and enter new ACH information (if applicable)
- Click **Save**
- Select the Payment Method (account to be used)
- Enter the payment amount (if different than the current balance), then click **Next**
- Read the Authorization on the next page
- Select "I Agree"
- Click **Submit Payment**

***Note:** Partial payments (payments less than the full balance) will not be accepted.


Payment Options

For Credit Card Payments, please call 866-289-5977. A CSR is available 8am - 10pm EST M-F and 12pm - 8pm EST Sat-Sun. Automated payment service is available 24/7.

Payment Summary	Payment Date: 02/17/16
Current Balance: \$2,589.19* view statement	
Payment Amount: <input type="text" value="2,589.19"/>	

Select Payment Method

Create New Account


Account Type: <input type="text" value="Checking"/>	<input type="button" value="Save"/>
*Description: <input type="text"/>	
*Bank Name: <input type="text"/>	
*Account Number: <input type="text"/>	
*Confirm Account: <input type="text"/>	
*Routing Number: <input type="text"/>	
*Confirm Routing: <input type="text"/>	
 Account and Routing Number Location	
	<input type="button" value="Next"/> <input type="button" value="Cancel"/>

*Balance does not reflect pending payments.

Payment Authorization

Payment Summary	Payment Date: 02/17/16
Current Balance: \$2,589.19	
Payment Amount: \$2,589.19	
Bank Name: Wells Fargo	Account Number: XXXXX9865
Payment Account: WF Checking	Routing Number: XXXXX0659

Payment Authorization

 By clicking "I Agree" below, you hereby authorize Runaway Bay to initiate a single transaction that will automatically debit the specified amount from the indicated bank account.

The authorization applies to only this one transaction.

Any information you entered on this screen will be disregarded if you do not check the "I Agree" box.

I Agree

Recurring Payments

From the **My Bill** section, click the [Setup Recurring Payments](#) link

- Enter “New Checking Account” information (if applicable- see directions on previous page)
- Enter the “Percent of monthly balance to pay”
- Select the applicable checking account
- Click **Next**
- Read the Authorization
- Select “I Agree”
- Click **Submit Payment**

***Note:** The total amount(s) setup across roommates must equal 100% for the payments to be drafted.

Recurring Payment Options

Current Recurring Payments Settings
No Recurring Payments have been scheduled

Recurring Payments Setup

Monthly balance includes: + variable charges

Percent of monthly balance to pay: % 100% is required

Day of month to process payments: **Start Month:** **Start Year:**

Select Payment Method

WF Checking - XXXXX9865 - [delete](#)

New Checking Account

Recurring Payment Authorization

Current Recurring Payments Settings

Monthly balance includes: \$820.00 + variable charges

My payments: 100 % of monthly balance

Payment Account: WF Checking

Account Number: XXXXX9865

Routing Number: XXXXX0659

Day of the month payments will be processed: 1 **Start Date:** 03/01/2016

Payment Authorization

By clicking "I Agree" below, you hereby authorize Runaway Bay to initiate recurring transactions that will automatically debit from the indicated bank account. The automatic debit will occur on or around the process day entered and will occur monthly, starting in the month and year selected. Each month's debit amount will equal the specified percentage of your monthly balance and therefore, the amount may vary if your current charges change.

This authorization is to remain in full force and effect until you discontinue these recurring payments or until you notify Runaway Bay in writing that you authorize its termination.

Any information you entered on this screen will be disregarded if you do not check the "I Agree" box.

I Agree

Edit My Profile

From the **My Lease** section, click the **My Profile** link

- Click the **Edit** button
- Update any of the available, editable fields (note the fields marked as *Required must be populated)
- Click **Save**
- You may also change your username and/or password from this screen (see links in screenshot below)

My Profile

Email Address: lindsey.roberts@realfoundations.net
Your email address is your username. [Change user name](#) [Change password](#)

Full Name: Lindsey Roberts

Address: 101 RUNAWAY BAY DRIVE #308
 Unit 0308
 Virginia Beach, VA 23452

Phone

Daytime Phone:

Evening Phone: *Required

Mobile Phone:

Emergency Contact

Full Name: *Required

Relationship: *Required

Phone: *Required

Employer

Employer:

Address:

Vehicles

Make	Model	Color	License Plate	State
X <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Add Vehicle](#)

* If entering information for a vehicle, then all fields for the vehicle are required.

Review Active Lease Terms

From the **My Lease** section, click the **My Lease** link

- Your lease terms, utility responsibilities, and recurring charges will appear

My Lease

Lease Term: 12 months

Address: 101 RUNAWAY BAY DRIVE #308

Occupy Date: 12/5/2015

Unit 0308

Lease Start Date: 12/5/2015

Virginia Beach VA - 23452

Lease Expiration Date: 12/4/2016

Occupants

Occupants

Lindsey Roberts

Jordan Ternes

Utilities

Utility	Paid By
Electric	Resident
Gas	Unknown
Trash	Resident
Water and Sewer	Resident

Base Rent and Recurring Charges

Base Rent: 795.00

Recurring Charges	Amount
TRASH REIMBURSEMENT	25.00
Total	\$25.00

Rent Schedule

Month	Base Rent	Recurring Charges	Specials	Total
December 2015	692.42	21.77	(0.00)	\$714.19
January 2016	795.00	25.00	(0.00)	\$820.00
February 2016	795.00	25.00	(0.00)	\$820.00
March 2016	795.00	25.00	(0.00)	\$820.00
April 2016	795.00	25.00	(0.00)	\$820.00
May 2016	795.00	25.00	(0.00)	\$820.00
June 2016	795.00	25.00	(0.00)	\$820.00
July 2016	795.00	25.00	(0.00)	\$820.00
August 2016	795.00	25.00	(0.00)	\$820.00
September 2016	795.00	25.00	(0.00)	\$820.00
October 2016	795.00	25.00	(0.00)	\$820.00
November 2016	795.00	25.00	(0.00)	\$820.00
December 2016	102.58	3.23	(0.00)	\$105.81

NOTE: Last month's payment schedule is based on the expected lease end date. Last month's total due may vary based on actual lease end and/or move out date

Deposits

Deposit	Deposits Required	Deposits on hand
Unit Deposit	275.00	0.00

New Service Requests

From the **My Service Requests** section, click the [New Service Request](#) link

- Enter the Request Title
- Enter the details of the service request
- Answer all questions by selecting “Yes” or “No”
- Enter required contact data (if it does not auto-populate)
- Click **Submit**

Service Request

Address: 101 RUNAWAY BAY DRIVE #308
Unit 0308
Virginia Beach, VA 23452

*** Request Title:**

Bathtub is clogged

Details:

Left Master Bathtub does not drain properly.

* Do we have permission to enter if you are not home?

Yes No

* Do you have any pets?

Yes No

* Do you have an alarm?

Yes No

Service Request Contact Information

Name: Resident Name

* **Email:** Residentname@gmail.com

* **Phone:** (800) 867-5309

Submit

Cancel

Service Request History

From the **My Service Requests** section, click the [Service Request History](#) link

- A list of prior Service Requests will appear, each with a hyperlink
- Click the hyperlink to view a summary of each service request

Service Request History

[Create New](#)

Title	Date Submitted	Status	Last Updated
Bathtub is clogged	Feb 17, 2016 - 10:21AM	NA - No Action	Feb 17, 2016 - 10:21AM

Service Request Summary

Created: Feb 17, 2016 - 10:21AM **Last Updated:** Feb 17, 2016 - 10:21AM

Status: NA - No Action

Service Request

Address: 101 RUNAWAY BAY DRIVE #308
Unit 0308
Virginia Beach, VA 23452

Request Title: Bathtub is clogged

Details: Left Master Bathtub does not drain properly.

Do we have permission to enter if you are not home? Yes

Do you have any pets? Yes

Do you have an alarm? Yes

Service Request Contact Information

Name: Resident Name

Email: Residentname@gmail.com

Phone: (800) 867-5309

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Renew Your Lease

Upon the end of your lease term, you may receive an offer to continue your residency and sign a Renewal. Using your Resident Portal, you may:

- Review applicable Renewal offer(s)
- Select the applicable term for which you'd like to renew
- Notify the Property Management team to begin preparing your Renewal lease.

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Welcome!

We currently have some great offers for you to renew your lease! You can visit your renewal offers at any time under [My Lease](#). [Review Renewal Offers](#)

At Villages at Morgan Metro, providing quality services to help make your life a little easier is a priority! We've made it easy to pay your rent online, enter a maintenance service request, browse our calendar for upcoming activities, and much more!

If you have any questions, please contact the Leasing & Resident Center at (301) 336-4060.

Office Hours
Monday - Friday 9:00am - 6:00pm
Saturday - 9:00am - 6:00pm
Sunday - 12:00pm - 5:00pm

VMM TEST PROPERTY
123 Main Street Anytown, USA 12345-6789 (216) 555-1212

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From the **Home** screen, click the green “Review Renewal Offers” button (shown in the screenshot above).

Select & Submit Your Renewal

1. Review the Lease Terms, Amount, and Expiration dates available
2. Select the desired term by clicking the button in the "Select Offer" column

My Current Lease | *** Renew My Lease**

6789 (216) 555-1212

Select Renewal Offer » Renewal Processing » Complete

We have some great renewal offers for you!
Please review the current offers below and make a selection. You will then receive a renewal document to review and sign electronically.
If you have any questions, please call us at (301) 336-4060.

Select a Renewal Offer

Renewal Start Date: 5/15/2016 | Current Lease Term: 12 | Current Lease Expiration: 5/14/2016

Select Offer	Lease Term	Amount	Expiration Date
<input type="radio"/>	1 months	2,141.00	6/14/2016
	Trash Reimbursement	25.00	
	Total Recurring Monthly Rent	2,166.00	
	Rent Concession	0.00	
<input type="radio"/>	2 months	2,053.00	7/14/2016
	Trash Reimbursement	25.00	
	Total Recurring Monthly Rent	2,078.00	
	Rent Concession	0.00	
<input type="radio"/>	3 months	2,064.00	8/14/2016
	Trash Reimbursement	25.00	
	Total Recurring Monthly Rent	2,089.00	
	Rent Concession	0.00	
<input type="radio"/>	4 months	2,073.00	9/14/2016
	Trash Reimbursement	25.00	
	Total Recurring Monthly Rent	2,098.00	
	Rent Concession	0.00	
<input type="radio"/>	5 months	2,058.00	10/14/2016
	Trash Reimbursement	25.00	
	Total Recurring Monthly Rent	2,083.00	
	Rent Concession	0.00	
<input checked="" type="radio"/>	6 months	1,762.00	11/14/2016
	Trash Reimbursement	25.00	
	Total Recurring Monthly Rent	1,787.00	
	Rent Concession	0.00	

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3. Click "Renew My Lease"

Renew My Lease

4. Click "Confirm" on the popup that appears with the terms and lease expiration date.

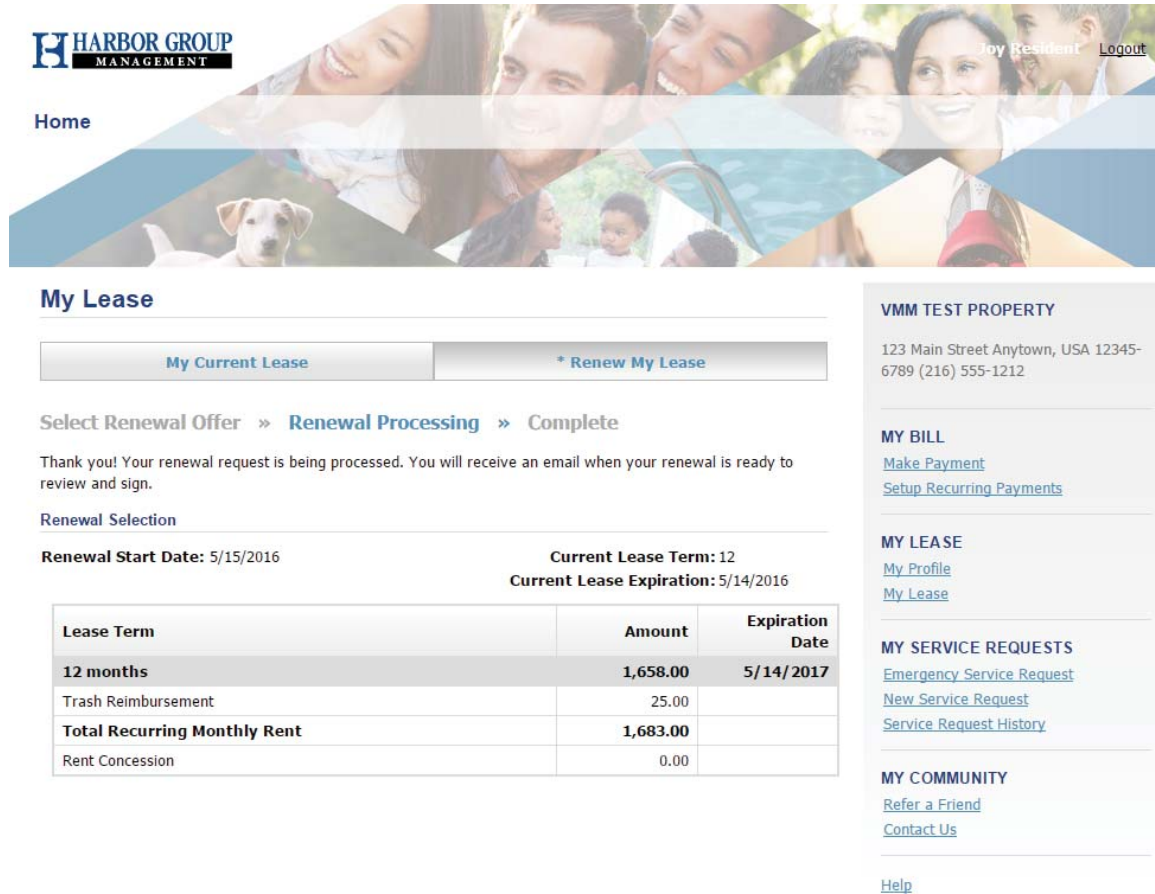
Confirmation 25.00

You are renewing your lease with a 12 month term expiring 5/14/2017.

0.00

Confirm Cancel

5. The screen will refresh, allowing you to review the terms. Notice that the status changes to “Renewal Processing”.



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Home

Joy Resident Logout

My Lease

[My Current Lease](#) [* Renew My Lease](#)

Select Renewal Offer » **Renewal Processing** » Complete

Thank you! Your renewal request is being processed. You will receive an email when your renewal is ready to review and sign.

Renewal Selection

Renewal Start Date: 5/15/2016 Current Lease Term: 12
Current Lease Expiration: 5/14/2016

Lease Term	Amount	Expiration Date
12 months	1,658.00	5/14/2017
Trash Reimbursement	25.00	
Total Recurring Monthly Rent	1,683.00	
Rent Concession	0.00	

VMM TEST PROPERTY
123 Main Street Anytown, USA 12345-6789 (216) 555-1212

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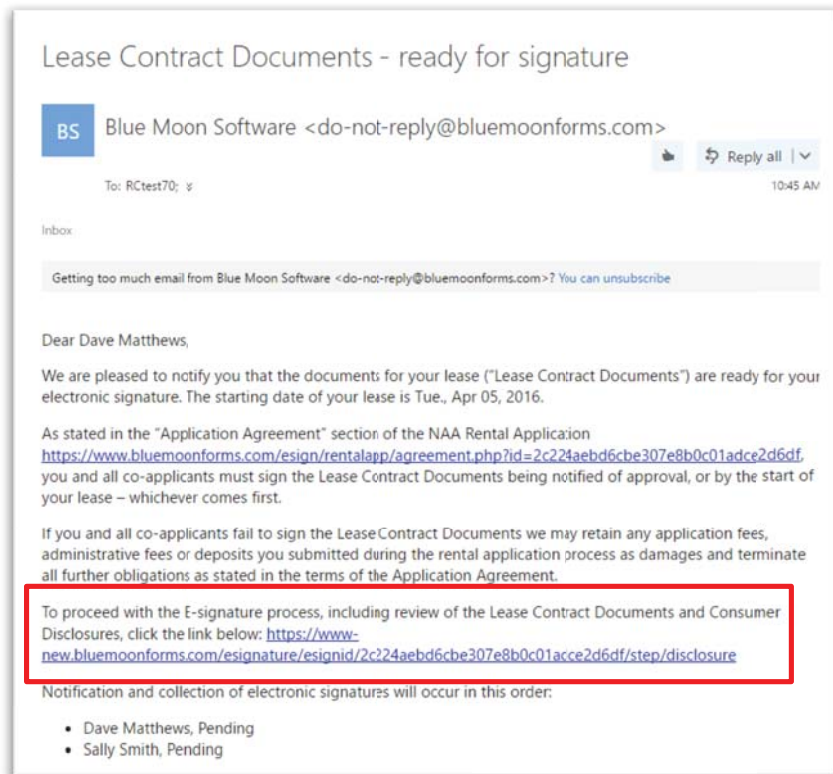
The property management team will receive your request and contact you for additional information required to prepare a new lease contract for signing.

Sign Your Lease Renewal Documents

An additional email is sent to the resident(s) requesting an electronic signature.

The resident(s) receive the email from Blue Moon Software with a hyperlink to begin the e-signature process.

1. Click the Lease Contract Documents hyperlink to launch the electronic signature page in Blue Moon



2. Review the Consumer Disclosure
3. Click **I Agree**

1 Consumer Disclosure
2 How to Use E-Signature
3 Apartment Lease Form
4 Complete

Before you sign...

Read the following Consumer Disclosure carefully and print a copy for your reference. [Print](#)

Consumer Disclosure Regarding Conducting Business Electronically, Signing Documents Electronically and Receiving Electronic Notices and Disclosures

This notice includes important consumer disclosures regarding conducting business electronically. Please read the following information carefully.

This NAA E-Signature System is provided as a service to property owners and management companies to provide the option for electronic signatures to be used for lease contracts. Using the E-Signature System requires a web browser that is compliant with current standards set by the World Wide Web Consortium (W3C) and which supports the HTTPS protocol, HTML, and cookies (e.g., without limitation, current versions of Safari, Chrome, Firefox, and Internet Explorer). Viewing PDF documents requires Adobe Acrobat/Reader or similar software.

By proceeding to use the NAA E-Signature System to sign this document you are agreeing that you have:

- Read and understood the consumer disclosure information in this notice and consented to transact business using electronic communications;
- Agreed to receive notices and disclosures electronically, such as the federal EPA Lead Hazard Addendum; and
- Agreed to use electronic signatures and documents instead of ink signatures and paper documents.

Your Choice: Paper or Electronic
 You are not required to sign documents or receive notices and disclosures electronically. If you prefer to use

Scroll through the document to accept the Consumer Disclosure. [I Disagree](#) [I Agree](#)

0 of 4 Complete

DM

Dave Matthews
 Signer
 owner
 Apartment

4. On the “Welcome to your lease contract” page, note that the hyperlink expiration date appears in the message.
5. Click **I Understand, Continue**

Welcome to your lease contract

Please allow yourself enough time to finish signing your document in one sitting. If you are unable to finish for any reason, you must restart from the beginning.

[I Understand, Continue »](#)

If you don't have time to complete your lease packet, exit the screen now. The private link sent to your email will expire on 05/06/2016.

6. On the Digital Signature page, perform the following:
 - a. Enter Full Name
 - b. Enter Initials
 - c. Click "Type"

Let's set up your Digital Signature

Treat your digital signature like you would signing a physical document. Signing the documents provided in your lease contract will legally bind you to the terms and agreements provided by Property Name.

Full Name & Initials
Type your full, legal name as it appears on your driver's license and your initials in the boxes below.

Dave Matthews

DM

Customize Your Signature
Sign your name and initials using your mouse or select a font to create your digital signature.

Sign Type

Dave Matthews

Date
The date will be displayed as followed when signing your lease documents:

04/05/2016

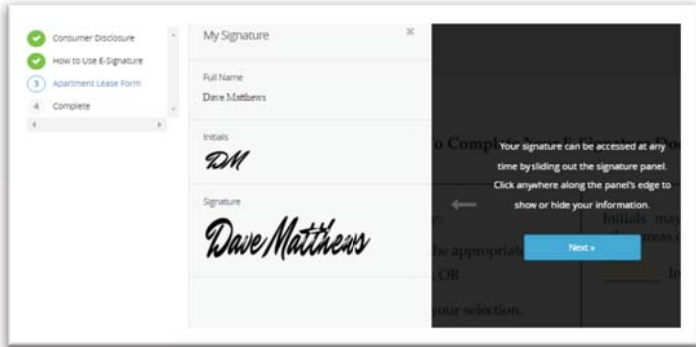
« Previous

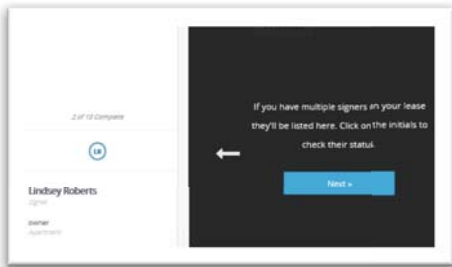
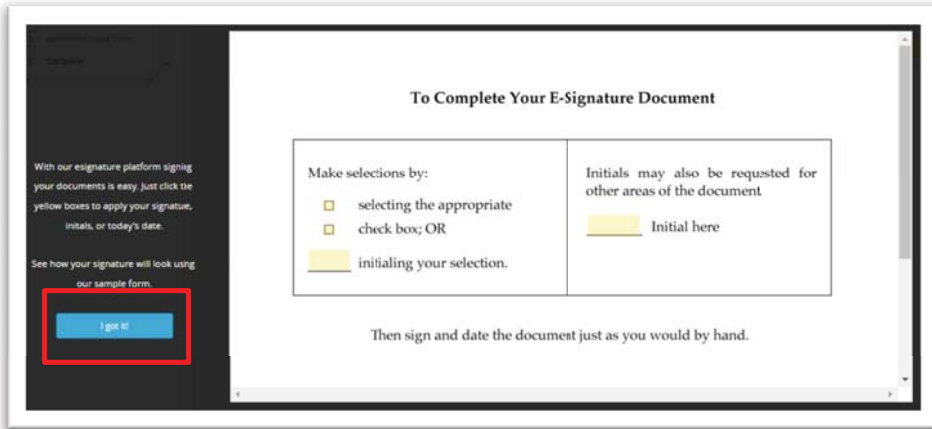
Save & Continue »

7. The name entered will appear in the signature line below. Use the dropdown if needed to select a font.
8. Note the date that will be displayed as the date of signing.
9. Click **Save and Continue**

Instructions will appear which describe the electronic signature process:

10. Review and click **Next** to all





11. Click **I got it** to proceed

12. Click the yellow highlighted areas and initials or signature will populate.

13. Click **Next**, then continue to click the highlighted fields throughout all addendums and lease agreements

Apartment Lease Form

Signatures, Originals and Attachments

43 ORIGINALS AND ATTACHMENTS. This Lease Contract has been executed in multiple originals, with original signatures—our for you, and one or more for us. Our rules and community policies, if any, will be attached to the Lease Contract and given to you at signing. When an Inventory and Condition form is completed, both you and we should retain a copy. The items checked below are attached to this Lease Contract and are binding even if not attached or signed.

- Annual Addendum
- Inventory and Condition Form
- Mold Addendum
- Enclosed Garage Addendum
- Community Rules Addendum
- Lease Contract Guaranty (2 guaranties, if more than one)
- Notice of Intent to Move Out Form
- Parking Permit or Sticker (quantity: 3)
- Satellite Dish or Antenna Addendum
- Address Addendum (if address is present)
- Lead Hazard Information and Disclosure Addendum (Federal)
- Utility Addendum
- Remote Control, Card or Code Access Gate Addendum
- Lease Contract Non-Pet Agreement
- Intentional Mises Addendum
- Other blah
- Other blah blah

44 Local Laws and Ordinances. It is the intent of the parties to comply with

to incorporate the terms, rights, or remedies thereof herein. It is the intent of the parties to have this lease contract to include any such rights or remedies herein, and the provisions of such laws or ordinances shall supersede and control over the language of this Apartment Lease Contract to the extent they are in conflict. If any of the provisions of this Apartment Lease Contract are found to be unenforceable or void, then you and we agree that such unenforceable lease provisions shall be disregarded by the court, and the remaining enforceable provisions of this Apartment Lease Contract will remain enforceable and binding on both you and we and will be construed to reflect the intent of the parties.

You are legally bound by this document.
Read it carefully before signing.

Diana MacC... (all signs below)

Owner or Owner's Representative[NAME] (signing on behalf of owner)

Below is the name, address, and phone number of owner's representative or managing agent who is authorized to receive notices and services of process on our behalf.

Owner Representative Name Here
45678 Owners Address Lane West
Phone: 555-555-5555

Previous Next

14. On the Final Acknowledgement page click **Complete My Lease Contract**

Final Acknowledgements

Print Options

I want to receive a printed copy of my Lease Contract.

All signees will be emailed a signed PDF once all parties have completed the signing of their documents.

By clicking "Complete my Lease Contract", I agree to show the owner (or owner's representative) a valid, government-issued photo ID before keys are distributed.

Complete my Lease Contract

15. Download a copy of the .pdf from the You've Finished page (optional)

Note, this copy will include lease terms but NOT the signatures.

You're Finished!


Your Digital Signature has been applied to all of the documents in your Lease Contract. An email confirmation will be sent to your email shortly.

You will receive an email containing a link to download a copy of your contract once all parties have signed your documents and our representative has given final approval.

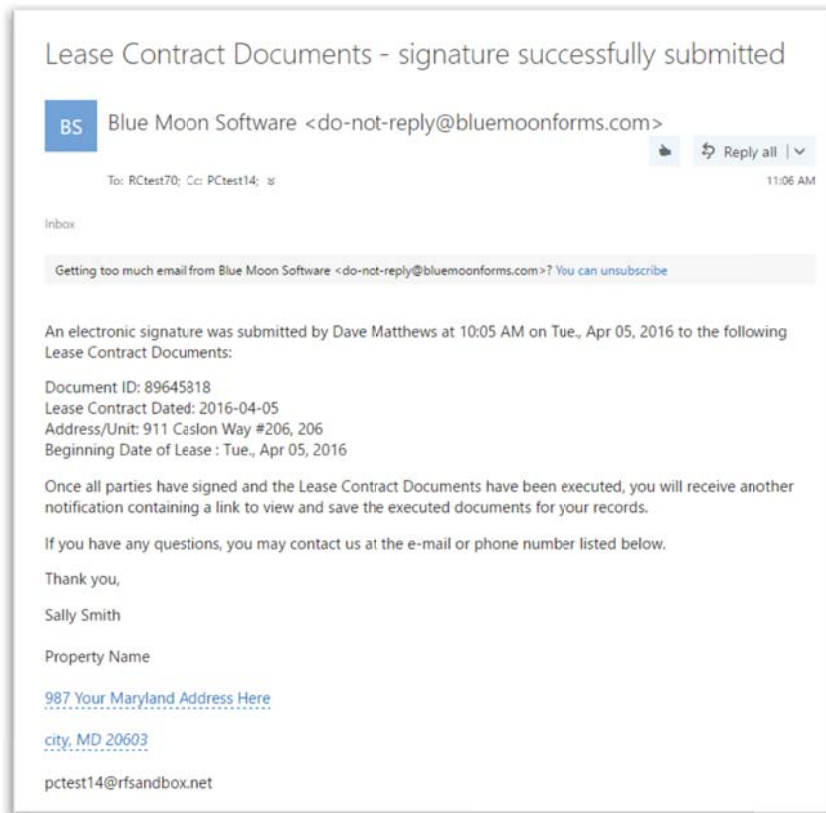
[Download](#)

Document Receipt

Signer Name:	Dave Matthews
Owner/Owner's Representative:	Sally Smith
Lease Contract Dated:	Tue, Apr 5, 2016
Document Generated:	Tue, Apr 5, 2016
Consumer Disclosure Accepted:	Tue, Apr 5, 2016, 9:55 am
Total Pages:	1



16. An email notification is sent to all parties (owner/resident) stating that an electronic signature was successfully submitted.



Congratulations! You are all set! Thank you for renewing your lease with Harbor Group Management Company. If you have further questions, please contact your leasing & management office at the community.