



March 27, 2020

Dear Resident:

Re: Important Information about MyMAA Resident Portal Support

As social distancing and sheltering at home have become the safest options for our residents, we want to remind you that the health and wellbeing of our residents, associates, and all who visit our properties is MAA's highest priority.

We have a robust resident portal accessible at www.myMAA.com where you can complete many of the transactions for which you may have historically come in to the leasing office: paying your rent, requesting emergency maintenance, or renewing your lease. You can also download a free app, called RENTCafe Resident, available through your app store, and use it for the same functions.

To protect the health of you and our associates, please use the resident portal to make your April 2020 rent payment rather than bringing a check to the leasing office. We are providing the following YouTube videos on how to perform some key tasks through the resident portal to assist you:

- [Make a Payment in the Portal](#)
- [Access Your Payment Dashboard in the APP](#)
- [Text to Pay](#)

Please contact the leasing office by email or through the resident portal if you have any questions or would like to learn more about our April Rent Support Program for residents who have lost wages or compensation due to COVID-19.

Sincerely,

Your MAA Team