NEW ENGLAND
PROPERTY AND REAL ESTATE
MANAGEMENT LLC

PORTAL USER MANUAL

Landlord and Property Owner Guide

For owners of rental buildings and units that NEPREM manages

New England Property and Real Estate Management LLC

Edition: November 2026 · Checked against Portal v2.12.727

Applies to: Residential and Commercial Landlords

Questions? team@neprem.com · (617) 683-1148
1 Beacon Street, Floor 15, Boston, MA 02108

Contents

1. Welcome
2. Signing in
3. Your dashboard at a glance
4. Getting rent paid to you
5. Rent roll, rent collected and your account
6. Invoices from NEPREM
7. Leases and renewals
8. Repairs and maintenance
9. Documents, inspections and tax forms
10. Financials and bill approvals
11. Messages, notifications and email
12. Your profile
13. Frequently asked questions
14. Getting help

This guide describes the NEPREM Portal as of November 2026 (version 2.12.727). If a screen looks slightly different, the steps are usually the same. Questions: team@neprem.com or (617) 683-1148.

1. Welcome

The Landlord Portal shows your rental property the way NEPREM runs it. From it you can:

- see your units, tenants and rent roll (Section 5),
- see the rent your tenants were charged and paid, and who is behind (Section 5),
- set up Stripe so rent paid online reaches your bank (Section 4),
- pay invoices NEPREM sends you (Section 6),
- answer renewal questions from NEPREM (Section 7),
- follow repairs on your units (Section 8),
- read leases, inspection reports, renters insurance proofs your tenants upload, and building documents (Sections 7 and 9),
- read your building's financials and approve bills, where NEPREM has set that up (Section 10),
- see the pets and vehicles your tenants have listed (Section 5),
- message NEPREM and answer your tenants (Section 11).

The portal is mostly for viewing. NEPREM does the day-to-day work: sending renewal offers, sending vendors out on repairs, posting charges. NEPREM asks you when it needs something from you, such as a renewal answer, a bill approval or an invoice payment.

Buildings do not all work the same way. For example, rent at a few buildings is billed outside the portal. Where that changes what you see, this guide says so.

2. Signing in

1. Go to `neprem.com` and sign in with your email and password in the **Client Sign In** box (on a phone, tap the green **Sign In** button at the top).
2. You land on the **Landlord Portal** (`neprem.com/landlord-portal`).

If you hold more than one role (for example you also own a condo, rent a unit or sit on a board), NEPREM takes you to the portal you used last. The first time, you pick from a list. The **Switch portal** button next to your name opens that list at any time. It shows only when you have more than one portal. If landlord work is waiting while you are in another portal, a yellow bar at the top says so (for example "1 renewal request needs you") and has an **Open the landlord portal** link.

First time, or forgot your password

If NEPREM invited you, the email "Your NEPREM landlord portal is ready" (or "resident portal", if you hold another role too) has a **Set your password** button. That email does not expire. To choose your password:

1. Tap **Set your password** in the email. Or go to `neprem.com/forgot-password` yourself and type your email.
2. Check that the page shows your email address.
3. Tap **Email me a link** once.
4. Open the email we send you and follow the link to choose your password. The link works for 24 hours and only once. If it runs out, start again from step 1.

If no email arrives within a few minutes, check your spam folder, then call the office.

> **Note**
> After 5 wrong passwords in 15 minutes, sign-in to your account from that phone or computer pauses for 15 minutes. Setting a new password ends the pause.

If a link takes you to a page that needs you to be signed in (for example your invoices, notification settings, change password or Report a problem), the page shows a **Sign in** button. After you sign in, you come straight back to that page.

Two-step sign-in (optional)

Two-step sign-in asks for a code from your phone after your password. NEPREM does not require it. At `neprem.com/account`, the **Two-step sign-in** card walks you through adding NEPREM to an authenticator app on your phone. Each code works only once. The card shows 10 backup codes one time only. Keep them somewhere safe, in case you lose your phone.

Signing out and your account page

Sign out is at the top and bottom of every page. **Account** in the page header opens `neprem.com/account`, which only handles your password and two-step sign-in. You change your name, phone, email and emergency contact in **Profile & Settings** (Section 12).

3. Your dashboard at a glance

At the top

- The header reads "Managing" and your building's name.

- If you own more than one building, a **Switch building** bar lets you pick one. These parts of the page follow your choice: tiles, rent roll, rent collected, who is behind, your account, repairs, leases, the Upcoming Renewals list, bills, documents, inspections and financials. The portal remembers your last choice. A few parts cover all your buildings and stay the same: invoices from NEPREM (they are addressed to you, not to a building), renewal requests in **Action needed**, **What's new**, **Messages**, **Notifications** and **Tax Documents**.
- The building card shows the building name and, for rental buildings, how online rent is split, in plain words: "NEPREM keeps 5% of rent paid online; 95% goes to your account" (a 95/5 building) or "All rent paid online goes to your account." A condominium association building reads "Condominium dues on these units are billed to the unit owner by the association."
- Where rent is collected online and your building's Stripe setup is not finished, a blue Stripe notice (with a purple "S") says what comes next (Section 4).

The seven tiles

Tile	What it counts
Total Units	Your units in this building.
Occupied	Units that are leased, billing rent, or have a current tenant linked. The line under the number reads "Leased or billing rent", but a linked tenant counts too.
Vacant	Units with no lease, no rent billing and no tenant linked. The line under the number reads "No lease and no rent billing".
Open Requests	Open and in-progress repair requests at the building (the same ones the Maintenance Requests card lists).
Monthly Rent	Base monthly rent for your units, from leases and rent schedules. At commercial units, extra monthly charges (for example CAM) are not included, so this can be lower than what is billed each month. The line under the number reads "Billed each month (leases and rent schedules)", but it is still the base rent only.
Active Leases	Units with a current lease. The line under it says how many are billing rent without a current lease record ("needs a lease update").
Unread Messages	New messages. Tap it to jump to the Messages card. The number goes down as you open each message. With none unread, the line under it says who can write to you here: "From NEPREM and your tenants", or "From NEPREM" when your tenants cannot message you in the portal.

If a number looks wrong, tell NEPREM. It usually means a lease or tenant link needs updating.

Under the tiles is a row of jump links, in page order: **Action needed**, **Invoices**, **Rent roll**, **Rent collected**, **Who is behind**, **Your account**, **Requests**, **Leases**, **Renewals**, **Bills**, **Documents**, **Walkthroughs**, **Messages**, **Financials**, **Tax documents**, **Pets and vehicles** and **Profile &**

Settings. A link shows only when it applies. For example, **Action needed** appears when a renewal or an invoice is waiting on you, **Bills** when you approve bills for the building, **Financials** when the building's books are connected, and **Pets and vehicles** when you have rental units.

When you have notices, the first jump link shows how many, for example **3 notifications** (or **1 notification**). It jumps to your **Notifications** list at the bottom of the page. It counts the notices from the last 90 days that you have not dismissed, and it is hidden when there are none.

The cards below

In order:

- **Action needed**, only when something is waiting on you: a renewal proposal NEPREM asked for (Section 7) and any open invoices from NEPREM,
- **What's new** (your latest notices; it shows only when the newest one is 30 days old or less, and the full list stays in **Notifications**),
- **Invoices** (Section 6),
- **Units & Rent Roll**, **Rent collected**, **Tenants behind on rent** and **Your account with NEPREM** (Section 5),
- **Maintenance Requests** (Section 8),
- **Lease Management** and **Upcoming Renewals** (Section 7),
- **Bills for** your building (only if you approve bills there, Section 10),
- **Documents** and **Walkthrough Reports** (Section 9),
- **Notices for** your building (building announcements and the next meeting) and **Messages** (Section 11),
- **Financials**, **Monthly financial reports** or **Financial statements** (Section 10), and **Tax Documents** (Section 9),
- **Profile & Settings**, a **Landlord guide** link when NEPREM has published one (it opens the guide in a new tab), and your **Notifications**.

The bottom of every page has **Report a problem**, **Need help?**, the office phone, **Sign out** and a **Dark / Light** switch.

If you share a building with another landlord

Some buildings have more than one landlord. If that is you, the portal shows only your own units. The tiles, rent roll, rent collected, who is behind, leases and renewals all follow your units. Repair requests cover your units plus building-wide and common-area requests.

A few items cover the whole building, and so other landlords' money too. A landlord who has only some of the building's units does not see them: the **Rent held by NEPREM** line, the **Payouts to your bank** list, **Financials**, and the Stripe setup details (Section 4).

4. Getting rent paid to you

Your tenants can pay rent online by card or by bank transfer (ACH). Where that money goes depends on whether your building is connected to Stripe.

How online rent reaches you

Your building	Where online rent goes
Connected to Stripe, and Stripe lets the account take payments	To your own Stripe account, which then pays out to your bank.
Not connected yet, or Stripe does not let the account take payments yet	To NEPREM first. NEPREM then pays it over to you by hand, which is slower.

- **In progress and Verified.** At each payment the portal asks Stripe whether your account can take payments. So rent can already go to your Stripe account while **Payment Setup** still says **In progress**, for example while Stripe finishes checking your payout bank. **Verified** means Stripe can both take payments and pay out to your bank.
- **The 95/5 split.** At a 95/5 building, NEPREM keeps 5% of each rent payment as its management fee and 95% goes to you. At your other rental buildings, all of the rent goes to you. The building card at the top of your portal says which one applies.
- **Card fees.** The tenant pays the card fee (5.49% of the payment) on top of the rent. It does not come out of your share. Bank transfers have no fee. From January 1, 2027 (the 2027 management agreement) the card fee is Stripe's processing cost passed through at cost (2.9% of the total charged plus 30 cents, about 3%; NEPREM keeps none of it), still on top of the rent and never out of your share. Debit cards are not accepted from that day, and money orders are accepted with no fee.
- **No promised dates.** The portal does not promise when money reaches your bank. If your building is connected, your Stripe account shows each payout. If it is not connected, NEPREM pays the rent over by hand and the portal shows no date for it, so ask NEPREM.
- **Rent paid another way.** Rent a tenant pays by check, or in another way outside Stripe, still shows as **Paid** in Rent collected. The portal does not show when that money reaches you, so ask NEPREM.

Connect your Stripe account

1. If you are the account holder and your building's Stripe setup is not finished, a blue notice with a purple "S" near the top says one of three things. The notice is about the building on screen: to see another building, use **Switch building**, or open **Payment Setup**, which lists all your buildings. Each button opens `neprem.com/stripe-onboarding` (**Payment Setup**).
    - **Connect your Stripe account**, with **Complete Onboarding**: nothing is connected yet. "Until you connect, rent paid online is collected by NEPREM and transferred to you."

- **Finish your Stripe setup**, with **Continue onboarding**: Stripe still needs some details from you. The notice lists them (see "What Stripe still needs" below).
- **Stripe is reviewing your account**, with **See Payment Setup**: you sent your details and Stripe is checking them. Nothing for you to do unless Stripe emails you.
- While the notice says **Finish your Stripe setup** or **Stripe is reviewing your account**, your portal and Payment Setup check with Stripe again about once an hour. So if you finish your setup from Stripe's own email, the notice catches up by itself, and it goes away once Stripe has verified the account.
- The last two say "Rent paid online is collected by NEPREM and transferred to you until Stripe lets your account take payments; from then on it goes straight to your Stripe account."

2. Each of your buildings shows **Not connected**, **In progress** or **Verified**. Under **In progress** it says what comes next: the list of what Stripe still needs, with "Choose Continue onboarding to finish these on Stripe."; or "Submitted. Stripe is reviewing your information. Nothing for you to do unless Stripe emails you." with **Review on Stripe**; or, when no list is stored yet, "Stripe still needs some details, usually identity, bank or tax information. Choose Continue onboarding to see exactly what is missing and finish."
3. Tap **Connect to Stripe** (or **Continue onboarding**). Stripe's own secure site asks for your identity, bank and tax details. NEPREM never sees your full bank or tax ID numbers.
4. When you finish, you come back to the **Payment Setup** page, which checks your status with Stripe right away. A note at the top says where your building stands: verified, with Stripe for review, or still needing details. It adds "The status below was checked with Stripe just now." only when that check worked. If NEPREM could not reach Stripe, the note says so: reload the page in a minute. Most accounts are verified within a few minutes. A few need extra documents and take up to two business days. If Stripe needs more time, Payment Setup and your portal check with Stripe again about once an hour while Stripe reviews your details. You do not need to do anything.
5. Once the building is **Verified**, **Manage on Stripe** opens your Stripe account, where you can see your payouts.

Only the landlord named for the whole building can finish this. If you share the building, or your link to it is at the unit level, the blue notice says "NEPREM is setting up payouts for this building" and there is nothing for you to do. It adds that rent paid online goes to NEPREM until Stripe lets the building's account take payments, and then straight to that account. The Payment Setup page says the same ("Your building's payout account is set up by NEPREM, so there is nothing for you to do on this page"). Questions: team@neprem.com or 617-683-1148.

You see no Stripe notice at all if the building does not take rent online through the portal, or if it is a condominium association building.

What Stripe still needs

If you are the account holder and Stripe is still waiting for something, the blue notice (**Finish your Stripe setup**) lists **What Stripe still needs** in plain words, for example "Your bank account for payouts" or "A photo ID". The list is for the building on screen.

- Items that are past Stripe's deadline are marked **(overdue)**.
- When Stripe has set a deadline, the notice says "Stripe asks for these by" and the date. If Stripe has paused the account, it says why.
- The last line says when NEPREM last checked, for example "Last checked with Stripe on Sep 24, 2026". The list updates when you come back from Stripe to the **Payment Setup** page, when NEPREM refreshes it, and by itself about once an hour while you open your portal or Payment Setup. If it still has not caught up after you send something, email team@neprem.com or call 617-683-1148 and NEPREM will refresh it.
- To finish, tap **Continue onboarding** and give Stripe what it asks for.
- The same list also shows on the **Payment Setup** page, under each building that is **In progress**, with "Choose Continue onboarding to finish these on Stripe."
- Once you have sent everything and Stripe is only reviewing it, the notice reads **Stripe is reviewing your account** and shows no list.

Only the account holder and NEPREM staff see this list.

5. Rent roll, rent collected and your account

Units & Rent Roll

One row per unit: **Unit**, **Tenants** (each current tenant's name, phone and email as tap-to-call and tap-to-email links, plus their emergency contact), **Rent** (the base monthly rent; at commercial units it leaves out extra monthly charges such as CAM), **Lease** (where the lease stands) and **Owed now** (the whole tenant balance due today, extra charges included). You are never listed as your own tenant. A unit that is billing rent with no tenant account linked reads "Let (no tenant account linked)". An empty unit reads "Vacant". People still linked to a unit who are not on the current lease (for example a former tenant) are listed by name only, under "Also linked, not on the current lease". "No email on file" means NEPREM has no real email for that person. On a phone each unit shows as its own block.

A unit NEPREM has retired (no longer managed) leaves the rent roll, unless money is still owed on it or a credit is held. Then it stays, marked "(retired)", until that is settled, and it also stays in **Tenants behind on rent** and the CSV.

- **Print** prints just the rent roll. **CSV** downloads it for a spreadsheet. The CSV has your tenants' contact details, so keep it private.

- Under each rental unit, **Your statement** and **Tenant's account** open the statements described below.

Tenants' pets and vehicles

Your tenants can list the pets and vehicles at their home in their own portal. The **Pets and vehicles** jump link opens **Pets and Vehicles**, a read-only page for your units only. It groups units by building. For each unit it shows the renter, each pet (for example "Dog: Rex, beagle, 25 lbs"), each vehicle (make, model, color, plate and state) and when the entry was last updated. "None" means the tenant ticked that they have none. "None listed" means they have not filled it in. If your building is in an association, its board sees your tenants' vehicles for parking, never their pets. **Back to my portal** returns you.

Rent collected

This card opens on the current month. Pick another with **Month**, then **Show** (the last 12 months are offered). For each rental unit it shows what was **Charged**, what was **Paid**, what is **Owed now** (the balance due today, less any bank payment still clearing), and any **Bank payments clearing**, with totals. At a 95/5 building, NEPREM's 5% management-fee row is not counted in **Charged**. The figures come from your tenants' accounts. **Paid** is what your tenants paid. It is not a list of what has been sent to you (Section 4).

If NEPREM is holding rent that was paid online before your Stripe account was connected, a note under the card says "Rent held by NEPREM, transfer pending" and the amount. A payment that is refunded, returned by the bank or lost in a card dispute comes off that amount. NEPREM transfers it to you. The portal shows no date for that, so ask NEPREM. You do not see this note if you share the building with another landlord.

Tenants behind on rent

Each rental unit a month or more behind: **Unit**, **Tenant(s)**, **Past due**, **Oldest unpaid** (the month it fell behind) and **Last charge**, with a total. Rent billed this month is not counted until the month is over. A bank payment that is still clearing counts as paid. **Print list** prints it. Only you and NEPREM see these balances.

Buildings billed outside the portal

At a few buildings, rent is billed and collected outside the portal. There, the **Rent collected** card is not shown, **Owed now** reads "Outside the portal", **Tenants behind on rent** says the portal cannot list who is behind, and **Your account with NEPREM** says rent for the building is not collected through the portal. Email team@neprem.com or call 617-683-1148 for those reports and for your owner statement.

Statements and your tenant's account

- **Your statement** (on the rent roll, or **Statements** on the Your account card, which lists your units) opens your own account with NEPREM for that unit. Pick the period at the top (**This month**, **Last month**, **Last 3 months**, **Year to date**, **Last year**, or your own **From** and **To** dates and tap **Show**), then **Print / Save as PDF**.
- **Tenant's account** shows what your tenant has been billed and has paid for that unit. It is **view only**: only your tenant can pay it. A link at the top switches back to your own statement.
- Condo units you own through an association are not shown this way. Use the Owner Portal for those.

Your account with NEPREM

This card is **your account with NEPREM** for the building: charges NEPREM bills to you, credits, and payouts NEPREM records. At the top it shows your **Current Balance** with a label: **Balance due**, **Credit on account** or **Up to date**. It has no Pay button. You pay NEPREM invoices in the Invoices card (Section 6). Your tenants' rent payments are in the Rent collected card, not here.

Under the balance, **Transaction History** lists Date, Unit, Description, Charges, Credits, Payments, Payouts and Balance.

At a 95/5 building that is connected to Stripe, each online rent payment adds a row for NEPREM's 5% management fee. The row nets to $0 and names the rent payment it came from, for example "NEPREM 5% management fee on $1,500.00 rent paid Sep 3, 2026 by Jane Smith (Unit 2), ref 1A2B3C4D. Taken at Stripe, nothing owed".

All, **Charges** and **Payments and payouts** filter the table. **Month** (then **Show**) lists one month. **Show older** and **Show all activity** go further back. **Download CSV** saves your whole history, or the month you picked, for your accountant.

Payouts to your bank

Below your account, **Payouts to your bank** can list each payout Stripe sends from the building's Stripe account to your bank: **Arrival date**, **Amount** and **Status** (**On its way**, **Paid to your bank**, or **Did not go through** with the reason). Payouts are not charges or payments on your account, so they never change your balance.

> **Important**
> Do not use this list as your record of payouts. It fills in only when Stripe reports a payout to NEPREM, and that report may not reach NEPREM. So the list can read "No payouts recorded yet", or miss payouts, even though money was sent. Your Stripe account (**Manage on Stripe**, Section 4) always has the full history.

The section is not shown until the building has a Stripe account. It shows only when you are the landlord of every unit in the building. If the building's Stripe account is shared with another building, payouts are not listed here either: see them in your Stripe account.

NEPREM can also email you when a payout is paid or does not go through. That is off unless NEPREM turns it on.

Monthly rental summary email

NEPREM can send you a monthly email, "Your [month] rental summary from NEPREM", with the same figures as your portal for your rental buildings. It covers one month, usually the one that just ended. For each building it shows:

- rent charged, paid, owed now and still clearing for each unit (a bank payment still clearing is taken off Owed now),
- tenants a month or more behind,
- how rent is split, and any rent NEPREM is holding for you,
- leases ending in the next 90 days,
- repair requests opened or finished that month.

It names tenants but gives no phone numbers or email addresses. A **View your portal** button is at the bottom. At a building billed outside the portal, or one you share with another landlord, the email says what it leaves out.

> **Who gets emailed**
> Nothing is sent automatically. A NEPREM manager previews your summary and then sends it. It goes only to landlords with a rental building in the portal, and not to anyone who unsubscribed or turned off **Email alerts** (Section 11). Your email app may also show an Unsubscribe link on it.

6. Invoices from NEPREM

NEPREM may invoice you for things like management fees or repairs it paid for. Open invoices are in the **Invoices** card near the top of your portal. Each invoice shows its title, the due date (with a "past due" flag), the amount, a **View invoice** link that opens a printable copy, and two Pay buttons. **See all invoices** opens `neprem.com/neprem-invoices`, which also lists paid invoices.

An invoice from NEPREM is always paid to NEPREM. It does not go to your Stripe account, and it is separate from **Your account with NEPREM** (Section 5).

NEPREM may attach documents to an invoice, for example the contractor's bill behind a repair. The invoice email carries them as attachments, the Invoices card shows how many there are, and **View invoice** lists them under "Attached documents" to open. Only you and NEPREM can open them.

Pay an invoice

1. Tap **Pay $... by bank (free)** or **Pay $... by card**. The card button shows the total including the card fee.
2. Finish on the secure Stripe page. For a bank payment you sign in to your bank there, so have your online banking username and password ready. If your bank is not listed, or you would rather not sign in, pay by card or mail a check. If you leave the Stripe page without finishing, nothing is charged; an unfinished payment page closes after an hour.
3. You come back to the Invoices card, which says whether the payment went through. A receipt is emailed to you. A bank payment takes 1-4 business days to clear. You get an email when it is submitted and another when it clears. While it clears, the invoice shows "Bank payment processing" in place of the Pay buttons. Please do not pay twice.

If you already paid an invoice and it still shows Pay buttons in the Invoices card, do not pay it again. Open **See all invoices**: an invoice NEPREM is matching by hand says "We received a payment for this invoice and NEPREM is matching it by hand." there, with its Pay buttons folded under **Pay anyway**. NEPREM will tell you if anything is still owed. Questions: 617-683-1148.

Fees and other ways to pay

Method	Fee and timing
Bank transfer (ACH)	Free. Clears in 1-4 business days.
Card	One card fee of 5.49% of the payment. The portal shows the exact total before you pay.
Quick Pay (no sign-in)	Go to `neprem.com/quickpay` and type the Ref number printed on the invoice, then pay by card or bank. Invoice emails also have **Pay by bank (free)** and **Pay by card (+5.49%)** buttons that work without signing in, and a **Pay online** button that opens your portal.
Check	Free. Payable to **New England Property and Real Estate Management LLC**, with the Ref number on the memo line. Mail it to 1 Beacon Street, Floor 15, Boston, MA 02108. Allow 5-7 business days for the mail and 1-2 more for NEPREM to record it.

From January 1, 2027 (the 2027 management agreement): the card fee becomes Stripe's processing cost, passed through at cost: 2.9% of the total charged plus 30 cents, about 3% ($100 will cost $103.30), and NEPREM keeps none of it. The card button then reads **Pay by card (+~3%)**. Debit cards are not accepted from that day. Money orders are accepted with no fee: payable and mailed the same way as a check. Bank transfers stay free. Until then, the 5.49% card fee above applies.

When you are not signed in, an invoice, payment, bill approval, unsubscribe or email-change link in a NEPREM email first shows "Opening your secure NEPREM page..." for a moment, then the page. If it

takes longer than about 15 seconds, an **Open the page** button appears: tap it. The page also shows "Trouble opening it? Call NEPREM at 617-683-1148."

Auto-Pay is for tenants and condo owners. It does not pay NEPREM invoices and is not offered on your landlord account, so the statement and invoice emails NEPREM sends you have no Auto-Pay box. Pay from the **Invoices** card, by Quick Pay or by check, as above. (If you also rent a home or own a condo, Auto-Pay for that home is in your resident portal.)

The old "NEPREM Invoices" box that used to sit above the top of the Landlord Portal is gone. Your invoices are in the **Invoices** card on the page.

7. Leases and renewals

Lease Management

Lease cards for the building on screen. Each card shows a status tag, the unit, the tenants, the lease type, monthly rent, start and end dates and the security deposit. For commercial leases it also shows **Additional Charges**. **Download Signed Lease (PDF)** appears when NEPREM has the signed copy. Past leases are folded under **Show past leases**.

The status tag reads **Active**, **Ends in N days** (when 60 days or fewer are left; **Ends today** on the last day), **Renewed**, **Renewal in progress** (once the end date has passed, while a renewal offer sent to the tenant, or accepted, is still going ahead), **Offer withdrawn** (once the end date has passed, for 30 days after NEPREM withdrew a renewal offer), **Month-to-month**, **Ended**, **Terminated**, or "Starts" and a date for a lease that has not begun. Month-to-month means the end date has passed but the tenant stays on and rent is still billed. The card then adds "This lease term has ended and the tenant now rents month to month. Currently billed: $... a month. No renewal has been recorded for this lease yet." Ask NEPREM if you are unsure.

When NEPREM asks for your renewal terms

NEPREM starts a renewal 60-90 days before a lease ends. It may first ask you what you want to offer. You get an email titled "Action needed: propose renewal terms", naming the unit, the tenant, the rent and the end date. A **Renewal proposal requested** card also appears in **Action needed** at the top of your portal, with the current rent, when the lease ends and a **Please answer by** date, 7 days after NEPREM asked. If you have not answered, NEPREM may send a reminder.

1. Under **Your answer**, choose **Renew at these terms** or **Do not renew**.
2. To renew, enter **Proposed Monthly Rent**, pick the **Lease Type** (Fixed Term, Month-to-Month, Annual or Commercial), and enter **New Start Date** and **New End Date** (the end must be after the start).
3. Optional: add a **Note to Manager (optional)**.

4 Tap **Send my answer to NEPREM**.

A copy of your answer is emailed to you. After you send it, your answer cannot be edited in the portal. To change it, message NEPREM. If you chose to renew, NEPREM then sends your offer to the tenant to accept or decline. If you chose not to renew, NEPREM follows up with you about the move-out. A rent more than three times the current rent is refused as a likely typo. Contact NEPREM if it is right.

> **Important**
> If you do not answer within 7 days, NEPREM goes ahead with the current terms and sends you a notice. If you want different terms after that, contact NEPREM right away. If NEPREM no longer needs your terms, you get a notice that the request was withdrawn.

What happens next

- When NEPREM sends the offer to your tenant, you get a notice. It gives the date your tenant has to answer, when there is one.
- When your tenant accepts or declines, you get a notice. If the tenant accepts, NEPREM applies the new terms automatically on the start date and you get another notice when they go live. If the tenant declines, your NEPREM manager coordinates the turnover with you.
- If your tenant does not answer by the deadline, the offer expires and you get a notice.
- If NEPREM does not use the terms you proposed, you get a notice and your NEPREM manager follows up about next steps.

These notices appear in your **Notifications** list, and by email (Section 11). You get them whether NEPREM has you named as the landlord of the unit or of the whole building.

Upcoming Renewals

A read-only list of renewals in progress on the building on screen: **Building** (only if you have more than one), **Unit**, **Tenant**, **New rent**, **New term** and **Status**. It also shows your own answer where you gave one ("You proposed ..." or "Your answer: do not renew"). Older renewals are folded under **Show past renewals**. Your property manager handles renewal approvals and the talks with the tenant.

Status	What it means
Ready to send	NEPREM has the terms and has not sent the offer to your tenant yet. If you answered **Do not renew**, the row also reads "Your answer: do not renew." while NEPREM follows up.
Sent to Tenant	Waiting for your tenant to accept or decline.
Accepted	Your tenant accepted. The new terms start automatically on the start date.
Declined	Your tenant declined. NEPREM coordinates the turnover with you.
Rejected	NEPREM did not go ahead with these terms.
Expired	Your tenant did not answer in time.
Active	The new terms are live.
Cancelled	NEPREM withdrew this renewal. Contact NEPREM if you have questions.

8. Repairs and maintenance

The **Maintenance Requests** card shows the requests on your units at the building on screen, plus building-wide and common-area requests there. It is **view only** ("View only: NEPREM handles updates"). It opens on **Open + In Progress**. Use the **Show** buttons, the search box and the other filters to see closed requests or find one.

Each request shows its number, a status tag (**Open**, **In Progress**, **Resolved** or **Closed**), a progress bar (Submitted, In Progress, Resolved, Closed) with dates, its priority, and how many days it has been open. You also see the notes NEPREM shares, any project steps, the vendor NEPREM assigned and a target date when one is set. When you are the landlord for the unit, you also see the cost estimate and the actual cost once NEPREM enters them.

- Tenants submit requests from their own portal. Landlords do not have a request form. To report something yourself, message NEPREM or call.
- When a request is filed on one of your units, NEPREM emails you the property, unit, category, priority, subject and the start of the description. Open the portal to read the rest. You are also emailed when a request is resolved or closed. Section 11 explains how to stop these emails.

9. Documents, inspections and tax forms

- **Documents**: building documents and the files for your units, such as leases, renters insurance proofs your tenants upload, and inspection reports. Tap to open or download. Long lists show

Show older.

- **Send a document to NEPREM** (in the Documents card) sends NEPREM a file such as an insurance certificate or a signed form. Fill in **What is it?**, the **Building** and the **File** (PDF, Word, Excel or a photo, up to 20 MB), then tap **Send to NEPREM**. Only NEPREM staff and you can see it. For a W-9, use the secure W-9 link NEPREM emails you. If you also hold a Board Member role, the Documents card shows the board's **Upload a document** form instead (see the Board Member Guide).
- **Walkthrough Reports**: NEPREM's inspections of the building on screen, newest inspection first. Tap **View / Print**, then use your browser to print or save as a PDF. You are emailed when a new report is submitted. The email has a **View report** button, and you are asked to sign in. If NEPREM reopens a report to correct it and submits it again, you are not emailed again; the report then shows it was edited after it was submitted.
- **Tax Documents**: tax forms NEPREM posts for your rent payouts (for example a 1099-K), listed with the tax year, type and date posted. Until NEPREM posts one, the card says "No tax documents posted for you yet". If one is missing, email team@neprem.com.

10. Financials and bill approvals

- **Financials** shows your building's books live from QuickBooks where NEPREM has connected them. It opens on the current month. Pick another **Period** (a month or **Year to date**) to load the Profit and Loss and the Balance Sheet. For the current month, the Balance Sheet is dated today, not the last day of the month. **Print** and **Download CSV** are on the card. Only the landlord named for the whole building sees it.
- A **Monthly financial reports** card shows the latest package NEPREM prepared, with a link to `neprem.com/financial-reports`. Some buildings show a **Financial statements** card that points to the same reports. NEPREM keeps the books in QuickBooks.
- NEPREM may email you the **monthly financial report package**. The PDFs are attached when they are small enough, and the email has a link to `neprem.com/financial-reports`. By default these go to the landlord named for the whole building. NEPREM can also share them with unit landlords.

Approving bills

For some buildings NEPREM asks the landlord to approve bills before paying them. You get your own email with **Approve**, **Deny** and **Review and decide** buttons.

1. Tap a button in the email. No sign-in is needed. Or open the **Bills for** card on your portal and tap **Review and decide**.
2. The page shows the vendor, amount, dates and the attached invoice. Confirm **Approve**, or **Deny**.
3. If you deny, give a short reason. NEPREM's manager sees it.

If more than one person was asked, the first decision counts for everyone. **Decisions in the last 12 months** in the Bills card lists past decisions. Links expire after 14 days. An expired link offers **Email me a new approval link**. If NEPREM changes a bill's amount or vendor after you approved it, the bill goes back to pending and you get a new approval email. Links sent earlier stop working.

11. Messages, notifications and email

Messages

1. Go to the **Messages** card. New messages go to **Property Management (NEPREM)**.
2. Type a **Subject** and **Message**, then tap **Send Message**.

You can attach up to 3 photos or PDFs (JPG, PNG or PDF, up to 10 MB each). You can send up to 10 messages an hour and 30 in 24 hours.

The card's heading says who you can message there: "With NEPREM. Your tenants can message you here too." when your tenants can write to you, otherwise "With NEPREM".

Your tenants can message you from their portal when NEPREM has you named as the landlord on their unit. Their messages arrive in this card and you get an email saying a message is waiting. Open a tenant's message and tap **Reply** to answer in the portal. You cannot start a new message to a tenant. Phone or email them (the rent roll has their contact details), or ask NEPREM.

The **Unread Messages** tile at the top of your portal counts messages you have not opened yet.

Notices and meetings

The **Notices for** your building card lists building announcements and the next meeting. The next meeting has **Yes**, **No** and **Maybe** buttons for your RSVP and an **Add to Calendar** button. Notices and meetings the board marks for owners and the board only are not shown to landlords.

Notifications

The **Notifications** list collects portal notices from the last 90 days (renewal updates, new documents, payment problems). The **N notifications** link at the top of your page jumps straight to it. Tap **Dismiss** to clear one, or **Dismiss all**.

What NEPREM emails you

Email	When you get it	Can you turn it off?
Renewal request ("Action needed"), the copy of your answer, and the notices that NEPREM is going ahead or has withdrawn its request	When a renewal needs your terms (Section 7)	No. These always arrive.
Renewal updates: offer sent to your tenant, tenant accepted or declined, new terms live, offer expired, your terms not used (whether you are named on the unit or on the whole building)	Each time it happens (Section 7)	Yes. Turn off **Email alerts**, or unsubscribe. The notice still shows in your portal.
Receipts and bank-payment emails	When you pay a NEPREM invoice	No.
Bill approval	When a bill waits for your approval (Section 10)	No.
"Your NEPREM login email was changed"	When the sign-in email on your account changes	No.
Invoices from NEPREM	When NEPREM emails you an invoice (Section 6)	No. These always arrive.
Monthly statements	When NEPREM emails your statement (Section 5)	Only unsubscribing stops them. NEPREM may then mail paper (Section 12).
Monthly financial reports	When NEPREM posts a package and emails it	Not from your settings, and unsubscribing does not stop them. Ask NEPREM.
Repair requests	A new request on your units or building, and when one is resolved or closed	Yes. Turn off **Email alerts** or **Maintenance request emails**. Unsubscribing does not stop them.
Inspection reports	When NEPREM submits a new report	Yes. Turn off **Email alerts**. Unsubscribing does not stop them.
New documents	When NEPREM posts a document you can	Yes. Turn off **New document emails** or **Email alerts**, or

	see	unsubscribe.
Messages from tenants	When a tenant sends you a message	Yes. Turn off **New message emails** or **Email alerts**, or unsubscribe. A message NEPREM staff write to you alone always arrives.
Building announcements and meeting notices	When NEPREM posts one for your building	Not from these switches. Only unsubscribing stops them.
Monthly rental summary	Only when a NEPREM manager sends it (Section 5)	Yes. Unsubscribe, or turn off **Email alerts**.
Payout emails	Off unless NEPREM turns them on (Section 5)	Yes. Unsubscribe, or turn off **Email alerts**.

The switches are on the **Notification settings** page (`neprem.com/notifications`), which you reach from **Profile & Settings**. To unsubscribe from NEPREM email, see Section 12.

12. Your profile

The **Profile & Settings** card is the one place to update your name, company name (for an LLC), phone, email, emergency contact and mailing address. Tap **Edit your name, phone, email, mailing address and emergency contact**, change what you need, then tap **Save changes**. The company name appears in your portal header and on invoices. Your tenants see your name, company, email and phone in the **Your Landlord** card on their dashboard.

- Changing your sign-in email needs your current password and a confirmation from the new inbox. If the confirmation link has expired or was already used, the page says "This link has expired" and nothing is changed: sign in and save the new address again to get a new link.
- When the sign-in email on your account changes from one real address to another, by you or by the NEPREM office, NEPREM sends a short notice ("Your NEPREM login email was changed") to the old address and the new one. If you did not expect it, reply to that email or call the NEPREM office at 617-683-1148.
- **Paper mail delivery**: tick **Digital only: stop paper mail** to stop paper statements and notices by US Mail, then save. This is the one place to change it. You still get email, and everything stays in your portal. If NEPREM cannot email you (for example you unsubscribed from NEPREM email, or the address on file is a placeholder), paper still comes, even if the card says digital only.
- The bottom of the card has one set of links: **Change password** (`neprem.com/change-password`), **Notification settings** (`neprem.com/notifications`) and **Two-step sign-in** (it shows On or Off and

opens `neprem.com/account`). The account page only handles your password and two-step sign-in. It links back to **Profile & Settings** for everything else.

- When NEPREM has published a landlord guide, a **Landlord guide** link below the card opens it in a new tab.

Phone alerts (optional)

The **Profile & Settings** card has a **Push notifications** line. When it is on, the device you are using shows an alert for new messages, repair request updates, building notices and payment reminders.

1. In **Profile & Settings**, find **Push notifications** and tap **Turn on**.
2. Allow notifications when your browser asks.
3. To stop, tap **Turn off**. You still get email.

Each phone or computer is set up separately. On an iPhone or iPad, first tap the Share button and choose **Add to Home Screen**, then open NEPREM from your Home Screen and turn alerts on there. Signing out also turns off alerts on that device, so on a shared computer tap **Sign out** when you are done.

Unsubscribing from NEPREM email

To stop non-essential NEPREM email, use **Unsubscribe from NEPREM email** on the **Notification settings** page (you are asked to confirm). Unsubscribing stops announcements, meeting notices, monthly statements and monthly summaries, and also renewal updates, new-document emails, payout emails and messages from your tenants. Some email still arrives: payment receipts, failed or past-due payment notices, lease and account emails, violation notices, renewal requests, bill approvals, repair emails, inspection reports, financial report packages, invoices from NEPREM, and messages NEPREM staff write to you alone. If you unsubscribed by mistake, the Notification settings page says "Email is paused" and your profile form says "Email from NEPREM is paused". Either one has a **Resume email** button.

13. Frequently asked questions

Where do I see the rent my tenants paid?

In the **Rent collected** card (pick the month), or open **Tenant's account** for a unit on the rent roll. Both show what tenants paid. What reaches your bank is in your Stripe account (**Manage on Stripe** on `neprem.com/stripe-onboarding`).

When will online rent reach my bank?

The portal does not promise a date. Once Stripe lets your building's account take payments (usually when it shows **Verified**, sometimes a little earlier), the rent goes to your Stripe account and Stripe pays it out to your bank. Until then, NEPREM collects the rent first and pays it over to you by hand (Section 4).

What does "Rent held by NEPREM, transfer pending" mean?

Tenants paid rent online before your Stripe account was connected, and NEPREM has not yet sent it to you. The amount is shown so you can see it. Ask NEPREM when it will be sent.

Why do I get only 95% of the rent?

Your building is on the 95/5 arrangement: NEPREM keeps 5% of rent paid online as its management fee. The building card at the top of your portal says which arrangement you have.

My Stripe setup is not finished. What is missing?

If you are the account holder, the blue Stripe notice near the top of your portal lists **What Stripe still needs** (Section 4). Tap **Continue onboarding** to finish. If the notice says **Stripe is reviewing your account**, nothing is missing: Stripe is checking what you sent, and your portal checks with Stripe again about once an hour.

I only see some of the units in my building. Why?

You share the building with another landlord, and the portal shows only your own units (Section 3). If a unit is missing that should be yours, tell NEPREM.

Where is my tenant's signed lease?

In the **Lease Management** card, tap **Download Signed Lease (PDF)** on the lease. The button appears when NEPREM has the signed copy. Lease files are also in the **Documents** card. If neither shows it, ask NEPREM.

How do I get my numbers for my accountant?

Use **CSV** on the rent roll, **Download CSV** on Your account with NEPREM, and **Download CSV** or **Print** on Financials. **Print / Save as PDF** on a statement gives you a PDF (Section 5).

Can I stop the monthly summary email?

Yes. Turn off **Email alerts** on the Notification settings page (Section 11), or unsubscribe (Section 12). Nothing is sent to you until a NEPREM manager sends it.

How much does a card payment cost?

One card fee of 5.49% of the payment, for you and for your tenants. Bank transfers are free.

From January 1, 2027 it is Stripe's processing cost instead: 2.9% of the total charged plus 30 cents (about 3%), and NEPREM keeps none of it. Debit cards are not accepted from that day, and money orders are accepted with no fee.

I do not want to renew a lease.

Answer the renewal request with **Do not renew** and tap **Send my answer to NEPREM**, before the answer-by date. If NEPREM has not asked yet, message or call.

A unit shows Vacant but it is rented.

Vacant means no lease, no rent billing and no current tenant are on file for the unit. Ask NEPREM to record the lease.

Can I see my tenants' pets and cars?

Yes, for your own units. Tap **Pets and vehicles** in the jump links (Section 5).

Can I submit a repair request?

Not from the landlord portal. Message or call NEPREM.

14. Getting help

Need	Contact
Questions, invoices, renewals, statements	team@neprem.com
Fire, smoke, a gas smell or someone hurt	Call 911 first
Phone (office and emergencies)	617-683-1148
Office hours	Monday to Friday, 8am to 4pm Eastern
Something is broken in the portal	**Report a problem** at the bottom of any portal page
Mail and checks	New England Property and Real Estate Management LLC, 1 Beacon Street, Floor 15, Boston, MA 02108
Website	neprem.com

Emergency

Fire, smoke, a gas smell or someone hurt? Call 911 first. Then, and for a flood, no heat or a lockout at your building, call 617-683-1148 now.

© 2026 New England Property and Real Estate Management LLC. All rights reserved.