NEW ENGLAND
PROPERTY AND REAL ESTATE
MANAGEMENT LLC

PORTAL USER MANUAL

Rental Tenant Guide

For residents who rent an apartment or commercial space in a building NEPREM manages

New England Property and Real Estate Management LLC

Edition: November 2026 · Checked against Portal v2.12.727

Applies to: Residential and Commercial Rental Tenants

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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

You rent your home or business space from a landlord, and NEPREM manages the building. The portal is your one place to:

- see what you owe, pay rent online and print statements,
- set up Auto-Pay,
- report repairs and follow them,
- read your lease and answer a renewal offer,
- upload proof of renters insurance,
- download your documents,
- read building notices and answer meeting invitations,
- list your pets and vehicles,
- message NEPREM or your landlord.

This guide goes screen by screen. If something on your screen looks a little different, the steps are usually the same. When in doubt, email team@neprem.com or call 617-683-1148.

New to the portal? Start here:

1. Set your password and sign in (Section 2).
2. Follow the Move-In Guide near the top of your page (Section 4). It shows for your first 60 days.
3. Pay your rent or set up Auto-Pay (Sections 5 and 6).
4. Send proof of renters insurance if your lease asks for it (Section 10).

2. Signing in

You sign in with your email address and a password. If you do not have a password yet, or you forgot it, the portal emails you a link to choose one.

Sign in

1. Go to `neprem.com`. The **Client Sign In** box is near the top of the home page. On a phone, tap the green **Sign In** button at the top, or scroll down a little.
2. Enter the email address NEPREM has for you and your password.
3. Tap **Sign In**. You land on your portal, `neprem.com/rental-tenant-portal`.

> **Tip**
> The form has a box called **Keep me signed in**. It is ticked at first, which keeps you signed in on that device for about two weeks. Untick it on a shared or public computer.

If you turned on two-step sign-in, the portal asks for a 6-digit code after your password (see "Two-step sign-in" below).

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

First time signing in

If NEPREM set up your account, you do not have a password yet. NEPREM may have emailed you with a **Set your password** button. The subject can be "Your NEPREM resident portal is ready" or "Welcome to NEPREM: your portal is ready". If you did not get one, go to `neprem.com/forgot-password` instead.

1. Tap **Set your password** in the email.
2. If the page asks for your email, check that it is the address NEPREM has for you and tap **Email me a link** once. Then open the new email ("Set your NEPREM password") and tap **Set my password**. The link works for 24 hours and only once.
3. Type a password twice (at least 8 characters) and tap **Set password**.
4. Go to `neprem.com` and sign in.

Forgot your password

Use the same page: `neprem.com/forgot-password`. You can also tap **Forgot password?** under the sign-in form.

1. Enter your email and tap **Email me a link**.
2. Open the email called "Reset your NEPREM password" and tap **Choose a new password**.
3. Type the new password twice (at least 8 characters) and tap **Set password**.
4. Go to `neprem.com` and sign in.

- For your security, the page never says whether an email address has an account.
- If no email arrives within a few minutes, check your spam folder.
- If you ask again within 15 minutes, nothing new is sent. Use the newest email you already have. Its link still works.
- If the link says it has expired, tap **Email me a new link**.

- If the page says there were too many reset requests from your network, wait an hour or call 617-683-1148.
- After you change or reset your password, NEPREM emails you a notice ("Your NEPREM password was changed"). If that was not you, tap the button in it to set a new password and call 617-683-1148.
- Still stuck? Call 617-683-1148.

> **Important**
> After 5 wrong passwords in 15 minutes, the portal pauses sign-in to your account from that phone or computer for 15 minutes. You can wait, or set a new password on the forgot-password page (that ends the pause), or call 617-683-1148 and we can unlock it.

Change your password

When you are signed in, tap **Account** at the top of the page, or **Change password** in the Profile & Settings card. You can also go to `neprem.com/change-password`.

1. Type your **Current password**.
2. Type your **New password** twice (at least 8 characters).
3. Tap **Save password**. You stay signed in.

Two-step sign-in (optional)

You can add a second step to signing in. It is optional: NEPREM does not require it.

1. Go to `neprem.com/account` and find the **Two-step sign-in** card.
2. You need an authenticator app on your phone (for example Google Authenticator, Microsoft Authenticator, Authy or 1Password). On that phone, tap **Add NEPREM to my authenticator app**, or choose "enter a setup key" in the app and type the key shown.
3. Type the **6-digit code from the app** and tap **Turn on two-step sign-in**.
4. The page shows 10 backup codes once. Save them somewhere safe. Each one lets you sign in once if you lose your phone.

From then on, after your password the portal asks for the code from the app. Each code works only once. To get a fresh set of backup codes, type a code from your app (or an unused backup code) and tap **Make new backup codes**; the old ones stop working. To stop using two-step sign-in, type a code from your app (or a backup code) and tap **Turn off two-step sign-in**.

Signing out and switching portals

- **Sign out** is at the top of the page and at the bottom of every page.

- **Account**, at the top, opens your account page, `neprem.com/account` (password and two-step sign-in).
- If you hold more than one role (for example you rent here and own a condo elsewhere), a **Switch portal** button appears next to your name. It takes you to a page where you pick which portal to open.
- If you open a portal page that is not for your account, it says so and offers **Go to your portal**.

3. Your dashboard at a glance

The top of the page shows your name, your company name if you gave one, the home on screen, and your role badges: Rental Tenant, plus Residential or Commercial. If you rent more than one unit, a **Switch unit** bar lets you pick which unit the page shows.

If you rent business (commercial) space, the page uses business wording: the header says "Your business, rent and repairs", the emergency line and the repair form say to call 617-683-1148 for a flood (after 911 for fire, smoke, a gas smell or someone hurt), and the insurance card is called **Proof of insurance** (Section 10).

If you see **We are still setting up your account** instead of the tiles, NEPREM has not linked your home to your login yet. Call 617-683-1148 or email team@neprem.com and we will finish it.

If you see **Your account here is closed** ("You have moved out"), NEPREM closed your tenancy when you moved out. The card says "Your account at [your old home] was closed when you moved out on [date]. If you owe anything, or have a question, call NEPREM at 617-683-1148 or email team@neprem.com." It has a **Call 617-683-1148** button and an **Email** button. You can still use Messages and Profile & Settings.

If you see **This account has no current home**, your past home is closed in the portal. You can still use Messages and Profile & Settings. Contact NEPREM if you moved to another NEPREM home, need a letter or record about your past tenancy, or think this is wrong.

The five tiles

Tile	What it tells you
Lease Status	Whether a current lease that names you is on file for your unit (if you share the unit and each person has their own lease, it shows yours; if no lease names you, it shows the unit's lease): **Active** (with the end date), **Upcoming**, **Month-to-month** (with the day your lease ended, for example "Lease ended Oct 31, 2026"), **Renewal in progress**, **Offer withdrawn** (Section 9) or **Ended**. "None" with "No lease on file" means none is on file for the unit. If it looks wrong, send NEPREM a message.
Monthly Rent	Your base monthly rent, and the due day when NEPREM has it on file. Extra monthly charges (for example CAM on a commercial lease) are not in this tile. They are in your Balance. For a commercial lease, the **Monthly total due** is in the Lease Information card.
Balance	What is due now. Under the amount you may see "Past due", "Due today", "Due now", the date it is due (for example "Due Oct 1"), "Up to date" or "Credit on account" (a credit shows as a plain amount, not a minus). You may also see a payment that is still processing, or rent posted early for next month ("upcoming (not yet due)"). If your own Auto-Pay will pay what is due, a green line says so, for example "Auto-Pay will pay this on Nov 5".
Open Requests	Your repair requests that are still open or in progress.
Unread Messages	New messages.

Tap **Lease Status**, **Balance**, **Open Requests** or **Unread Messages** to jump to that part of the page.

At a few buildings rent is not collected through the portal. There the Balance tile says "Managed outside the portal" and a note tells you to contact NEPREM for your balance (617-683-1148 or team@neprem.com). You will not see **Pay rent**, **Print My Statement**, the Account Ledger or Auto-Pay.

Under the tiles is the emergency line: "Fire, smoke, a gas smell or someone hurt? Call 911 first. Then, and for a flood, no heat or a lockout, call 617-683-1148 now." Below it is a row of jump links: **Pay rent**, **Repairs**, **Messages**, **Notices**, **Lease**, **Documents** and **Profile & Settings**. **Notices** shows only when your building has posted something, and **Pay rent** is hidden where rent is billed outside the portal.

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 the tiles

In order:

- **Move-In Guide**, only for new residents (Section 4),
- a **Print My Statement** button, then the **Account Ledger** and **Auto-Pay** cards (Sections 5 to 7),
- **Latest from your building**: the next building meeting (with **Yes**, **No**, **Maybe** and **Add to Calendar**) and the newest building notices. Announcement and meeting emails link here. It is left out when there is nothing to show,
- your unit (your address, and your company name if you are a commercial tenant), and **Your Landlord** with your landlord's name, company, email and phone,
- **Maintenance Requests**, **Messages**, **Lease Information**,
- **Lease Renewal**, only near the end of your lease or when an offer is waiting (Section 9),
- **Renters Insurance**, **Documents**, **Tax Documents** (buildings that offer it, such as Hampton Shores, also show **Plumbing Reports**),
- **Profile & Settings** (Section 13) and your **Notifications**.

The bottom of every page has **Report a problem** (for something wrong with the portal), **Need help?** (email the office), the office email and phone number, **Sign out**, and a **Dark** / **Light** switch.

4. Your first steps (Move-In Guide)

The **Move-In Guide** is a checklist for new residents. It appears near the top of your page for about 60 days, counted from your move-in or your first sign-in to the portal, whichever is later, and it disappears once every step is done. It has seven steps:

1. Welcome to NEPREM: look around your portal.
2. Add your phone number in Profile & Settings.
3. Set up Auto-Pay, or pay online.
4. Upload renters insurance, if your lease requires it.
5. Know how to report a repair. This step repeats the emergency line: 911 first for fire, smoke, a gas smell or someone hurt, then 617-683-1148.
6. Check your messages.
7. Find your lease in Documents.

Tick each step as you go and tap **Save progress**. The card says "Your progress is saved." and shows how many steps are done ("Getting started: 3 of 7 done"). Some steps tick themselves when the portal can see you did them, for example when a phone number is on file, a payment was made through the portal, you opened a message or downloaded a document, or your insurance proof is uploaded. Some steps have a **Go there** link that takes you to the right card.

The guide also has an optional step, **Register pets and vehicles**. It has no tick box and is not counted in "3 of 7 done":

1. Tap **Add your pets and vehicles** to open it.
2. List your pets and vehicles as in Section 13, or tick **I have no pets or vehicles**.
3. Tap **Save progress**. It saves your ticks and your pets and vehicles together.

The step shows **Done** once something is listed, or once you tick **I have no pets or vehicles**. If your pets and vehicles could not be saved (for example a state that is not two letters), the guide says "Your ticks were saved. Your pets and vehicles were not" and tells you why. Your entries stay in the form. Fix them and tap **Save progress** again. You can change them any time in **Profile & Settings**.

5. Paying rent

Ways to pay

Method	Fee	When it posts
Bank transfer (ACH)	Free	1-4 business days to clear
Card (credit or debit)	A 5.49% card fee on the amount you pay	Right away
Check by mail	Free	Allow 5-7 business days for mail, plus 1-2 to record

Example: paying $1,000 by card costs $1,054.90 ($54.90 card fee). The same $1,000 by bank costs $1,000.00. The card rate is a NEPREM setting, so always go by the portal: it shows the exact fee and total before you pay.

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%, and NEPREM keeps none of it. The same $1,000 by card will then cost $1,030.18, and the card button reads **Pay by card (+~3%)**. Debit cards are not accepted from that day: pay by credit card, bank transfer or check. Money orders are accepted with no fee: make one payable to the same name as a check and mail it to New England Property and Real Estate Management LLC, 1 Beacon Street, Floor 15, Boston, MA 02108. Bank transfers stay free. Until then, the 5.49% card fee above applies.

Pay from your portal

1. In the **Account Ledger** card, tap **Pay by bank (free)** or **Pay by card (+5.49%)**.

2. The payment page opens with your balance already looked up.
3. Under **How much would you like to pay?**, choose **Account balance** or **Other amount** (type at least $1). If your statement's amount differs from what you owe today, the two choices are that statement's balance and **Current total balance** instead, plus **Other amount**.
4. Check the amounts shown: **Payment amount**, **Card fee** and **Total by card**. Then tap **Pay $... by bank (free)** or **Pay $... by card** (the card button shows the total with the card fee).
5. If the amount is more than you owe, the page asks you to confirm first. Tap **Pay $... anyway** (the extra stays on your account as a credit, and by card you also pay the card fee on the extra) or **Change amount**.
6. Finish on the secure Stripe page. For a bank payment you sign in to your bank there to connect it, 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. A payment page left unfinished closes after an hour; just start again.
7. You return to NEPREM's payment page. A card payment shows **Payment received**. A bank payment shows **Bank payment received and processing**. Tap **Return to your portal** to go back.
8. A receipt is emailed to you. For a bank payment you get an email when it is submitted ("Payment submitted") and another when it clears.

If you leave Stripe's page without finishing, the payment page says "Your payment was not completed, and nothing was charged". If your bank would not connect, tap **Pay by card instead** or mail a check. If you already finished a payment in another window, you get an email about it and do not need to pay again.

If you are paid up and next month's rent is already posted, the payment page also offers **Want to get ahead?** so you can pay that month early. When nothing is due and nothing is posted ahead, it says "Paid in full".

> **Important**
> Bank payments take 1-4 business days to clear. Until then your Balance tile shows the payment as "payment processing", and the payment page says a payment is processing and does not offer to pay again. Please do not pay a second time.

Pay from an emailed statement

An emailed statement is tagged **Statement**, and its subject names your home, for example "NEPREM statement | October 2026 | 31 Cunard Street, Unit 7 | $2,000.00". Its list of charges and payments starts with anything still owed from before the month ("Balance from before October 1", or "Credit from before October 1" if you had paid ahead) and ends with the **Balance**, so the lines add up to what you owe. It has **Pay by bank (free)** and **Pay by card (+5.49%)** buttons. Each opens Quick Pay with your

reference number already filled in and that way of paying chosen. Choose the amount, then pay. Its **Pay online** button opens your portal instead: sign in, then pay there. Some payment links in emails open a short page first. Check the amount (when you are signed in it shows what is due today and the card total), then tap **Continue to secure payment**. **Choose a different amount** takes you to the Quick Pay form instead.

The statement email also has a **Download this statement (PDF)** link. It works for 60 days, or less when the people on the account change. An old link, or one cut short when it was copied, opens "This statement link has expired or is incomplete". It says: "If you still have an account with us, sign in to your portal and press Print My Statement. If you no longer have an account with us (for example, you moved out), call NEPREM at 617-683-1148 to pay an old balance." If you live there but have no portal sign-in, it says to pay at Quick Pay with the reference on your newest bill. You can also ask NEPREM for a copy of your statement at team@neprem.com or 617-683-1148.

When you are not signed in, some links in NEPREM emails (for example a statement, invoice, payment, meeting, unsubscribe or email-change link) first show "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."

Pay from a rent reminder or past-due email

Rent reminders and past-due notices have two boxes, so you can pay without signing in:

- **Pay without signing in** gives your reference number and has **Pay by bank (free)** and **Pay by card** buttons. Quick Pay opens with the reference filled in: choose the full balance or another amount on the next screen. No password is needed.
- **Check by mail** says who to make the check payable to, where to mail it (NEPREM, 1 Beacon Street, Floor 15, Boston, MA 02108) and the reference to write in the memo.

Under them, "Prefer to sign in? Pay from your portal." and the **Pay online** button open your portal. If the bill is from before a move-out on your account, the email has only the **Pay online** button.

A rent reminder is sent only when Auto-Pay will not pay the amount by the due date, and it says why: "Your Auto-Pay is paused, so it will not pay this. To start it again, open your Auto-Pay page, or call NEPREM at 617-683-1148." (with an **Open Auto-Pay** link), "Your Auto-Pay is not scheduled to pay this by the due date. Please pay it yourself, or check your Auto-Pay page in your portal.", or "Auto-Pay will not pay this one. If you have Auto-Pay set up, please check it in your portal."

Pay without signing in (Quick Pay)

Anyone can pay your bill without an account, for example a parent or an employer.

1. Go to `neprem.com/quickpay` (or tap **Pay without signing in** under the sign-in form). The page is headed **Quick Pay**, with "Pay your bill without signing in." under it.

2. Type the reference number from your emailed or printed statement into the **Reference number** box. It looks like `INV-1234-202609`.
3. Tap **Look Up** and check that the home is right (it reads, for example, "31 Cunard Street, Unit 7 - October 2026"). Choose the amount, and pay by card or bank as above.

For your security, someone who is not signed in sees no name on the account, and one device can look up at most 5 different accounts a day. If the page says "We could not reach the payment service. Nothing was charged." or "We could not open the secure payment page. Nothing was charged.", try again in a minute, or call NEPREM at 617-683-1148.

If a payment of the same amount for the same bill was already completed today on an earlier payment page, Quick Pay charges nothing and says so. If you made that payment, you do not need to pay again (a bank payment takes 1 to 4 business days to show as paid). If you share the bill with someone, they may have made it: to pay your own share, sign in first and pay from your account, or call 617-683-1148.

After a move-out, a bill reference for the month of the move-out or earlier can be paid online only by someone signed in on that account today. Anyone else is refused, including someone paying for you without signing in. Quick Pay then says "This bill reference cannot be paid online, and nothing was charged." A pay link in an old email shows that message on a page titled "This bill cannot be paid online" if you are signed in (with a **Back to my portal** link). If you are not signed in, it shows **Continue to secure payment** as usual and the message comes after you tap it. Nothing is charged either way. To pay it, call NEPREM at 617-683-1148, or mail a check (payable as shown on your bill) with the reference on the memo line, as below. If you live in the unit now, use the reference on your newest bill, or sign in and pay your own bill from your portal.

After several references that could not be found or used, Quick Pay pauses lookups for a while ("For your security, reference lookups are paused for about N minutes because several references could not be used"). Wait, sign in to pay, or call 617-683-1148.

Pay by check

1. Make the check payable to the name printed on your statement: the **Make Check Payable To** box on a printed statement, or the "Make checks payable to" line in the **Check by Mail** box of an emailed one. Use the full name exactly as printed.
2. Write your reference number (`INV-...`) on the memo line.
3. If you have a printed statement, tear off the remittance slip and send it with the check. To change your mailing address at the same time, tick **Update mailing address** on the slip and write the new address below it. You can also email team@neprem.com, or change it yourself in **Profile & Settings**.
4. Mail it to New England Property and Real Estate Management LLC, 1 Beacon Street, Floor 15, Boston, MA 02108.

6. Auto-Pay

Auto-Pay charges your card or bank account on the same day every month. It is for tenants and condo owners, businesses included. Landlord accounts cannot use Auto-Pay.

Set it up

1. In the **Auto-Pay** card, tap **Set Up Auto-Pay** (or go to `neprem.com/auto-pay`).
2. Tap **Set Up Auto-Pay** next to your unit.
3. Choose **Total balance each month** (charges the balance due that day, skips a month when you owe nothing, and holds a month that is much larger than usual, as explained below) or **Fixed amount** (then type the **Amount (USD)**).
4. Pick the **Charge day of the month** (1st to 28th).
5. Optional: set **Never charge more than**. The limit includes any card fee. If a payment would be larger, that month is skipped and you are emailed. It is never partly charged. If the amount is right, the email gives the limit to set (the total with any card fee).
6. Enter your bank or card details under **Payment method** (bank is listed first). For a bank account you sign in to your bank to connect it. If your bank cannot be connected that way, it is not saved: use a card, or call 617-683-1148. Bank Auto-Pay is free. Card Auto-Pay adds the 5.49% card fee. From January 1, 2027 it adds Stripe's processing cost instead (about 3%), and a saved debit card will be declined: switch to a credit card or a bank account before then.
7. Tick the authorization box and tap **Save & Authorize**.

If setup does not go through, the page says "Auto-Pay was not set up. Nothing was charged. Please try again in a minute, or call NEPREM at 617-683-1148." When you change your card or bank and it does not go through, it says "Your payment method was not changed." with the same advice.

How Auto-Pay works, at the top of the Auto-Pay page, summarizes the main rules.

What to expect

- Once it is on, the page shows your payment method, mode, charge day, any limit and your **Next automatic payment** date.
- Your first automatic payment is on your next charge day. It does not pay a balance that is due today, so use **Pay by bank (free)** or **Pay by card** in the Account Ledger card for that. The Auto-Pay page shows what is due now and says so when it will not be paid before your charge day.
- A fixed amount never takes more than that amount, and never more than you owe. It skips a month you have already paid ahead. If you owe more (for example a late fee), the page tells you how much

to pay yourself. When less than your fixed amount is due, the 3-day notice says so ("less than your fixed amount of $..., because only this much is due").

- With **Total balance** and no **Never charge more than** limit, once Auto-Pay has taken three payments from you, a month whose balance is more than 3 times your usual payment (for example a large one-time charge) is held. Auto-Pay charges nothing, the Auto-Pay page says "Held for review", and you are emailed so you can pay it yourself. If the amount is right, the email gives the **Never charge more than** limit to set (the total with any card fee), and Auto-Pay then takes it on your next charge day. Setting a limit replaces this check.
- With **Total balance**, while a card payment you made on your account is under dispute with the card company, Auto-Pay is paused for your account until the dispute is closed. It charges nothing on your charge days, and you get no 3-day notice for those months. The Auto-Pay page shows an amber "Auto-Pay paused (card dispute)" box instead of the green "Auto-Pay Active", with "Next automatic payment: [date], only if the dispute is closed by then". The Auto-Pay card on your dashboard says "Paused: card dispute" and "A card payment on this account is under dispute, so Auto-Pay charges nothing until it is closed. Please pay each month yourself." On each charge day while the dispute is open you get an email ("Auto-Pay did not run"). It shows the **Balance due today**, the amount **Under dispute** and what is **Owed apart from the dispute**. A **Fixed amount** Auto-Pay is not paused for a dispute.
- While Auto-Pay is paused by a dispute, pay each month yourself. The Auto-Pay page tells you how much: "Pay $X yourself now: your balance of $B less the $D under dispute. Choose "Other amount" and enter $X.", with pay buttons. You can also use the button in the email, choose **Other amount** and type the amount owed apart from the dispute. If nothing is owed apart from the dispute, the email says so and has no pay button. If your balance due is less than the disputed amount, the email explains that if you already paid the disputed amount again yourself, this balance is new and should be paid now, and it keeps the pay button. Do not wait for a rent reminder: the "Auto-Pay did not run" email on each charge day is your notice for the month.
- When the dispute is closed, Auto-Pay starts again on your next charge day (not on the day the dispute closes) and takes the balance due then. If that balance is much larger than your usual payment, or more than your limit, Auto-Pay holds it for review instead and emails you. If the card company decides for the cardholder, the disputed amount is owed again on your account. If it decides for NEPREM, nothing more is owed for that payment.
- NEPREM emails you about 3 days before each charge and again when each payment is made. That email shows a **Confirmation** code, the same 8-character code as the receipt for that payment. You are also emailed whenever Auto-Pay is set up, changed, paused or cancelled.
- If another payment on your account is still clearing on your charge day, Auto-Pay does not charge, so you are not charged twice. A **Total balance** Auto-Pay tries again 2 business days later (up to 3 times that month) and takes only what is still due. A fixed amount skips that month only when the payment still clearing is yours, or NEPREM cannot tell who made it. A roommate's payment that is clearing does not stop your fixed amount. You are emailed either way.

- Auto-Pay leaves out any balance a previous resident left on the unit, in both modes. With **Total balance**, the Auto-Pay page says so. A **Fixed amount** Auto-Pay never takes more than what you owe without that balance. If a charge looks wrong, contact NEPREM.
- If a charge is declined, you are emailed and the Auto-Pay page says "Your last automatic payment did not go through". After 3 payments in a row do not go through, Auto-Pay pauses.

Change or stop it

- **Manage Auto-Pay** in the Auto-Pay card opens your settings. Use **Edit Settings** to change the amount, day, mode or limit.
- To use a different card or bank account, tap **Edit Settings**, then **Change payment method**, enter the new details and save.
- **Cancel Auto-Pay** stops future charges and removes the saved card or bank (unless another of your Auto-Pays uses it). You are asked to confirm. You can set it up again any time.
- **When you move out, cancel Auto-Pay yourself.** Auto-Pay does not look at your lease, so it does not stop on its own when your lease ends. Pay your last rent, then tap **Cancel Auto-Pay** so nothing is charged after you move out.
- If Auto-Pay is paused (for example after declined payments), nothing is charged. Set it up again, or ask the NEPREM office to resume it.

7. Your account ledger and statements

The **Account Ledger** card shows your **Current Balance**, any payment still processing, any rent posted early for next month, and a **Transaction History** table. The table lists your 20 most recent entries: date, description, charges, credits, payments and a running balance. A credit in your favor shows in the running balance as "$... credit". Rows for next month are tagged "Upcoming, not yet due". When your own Auto-Pay will pay the balance due, the card says so, for example "Auto-Pay will pay this on Nov 5 from Visa ending 4242. You do not need to pay now, but you can pay early if you like." The pay buttons stay, so you can still pay early.

- **Show older** adds 25 more entries. **Show all activity** shows up to 500.
- **All**, **Charges** and **Payments** filter the table.
- **Month** (then **Show**) lists one month.
- **Download CSV** saves your whole history as a spreadsheet file, or just the month you picked.

Print My Statement (just above the Account Ledger) opens your statement in a new tab:

- Pick the period at the top: **This month**, **Last month**, **Last 3 months**, **Year to date** or **Last year**. For other dates, fill in **From** and **To** and tap **Show**. This covers taxes, a housing application or a new landlord's request.

- The totals show the **Opening balance**, your charges, credits and payments, the **Balance as of** the last day of the period and, when the period runs to this month, the **Balance due today** (**Credit on account today** if you are in credit). In the opening balance and the running balance, a credit in your favor reads "$... credit", the same as in the portal.
- A **How to pay** box at the bottom repeats your reference number, the Quick Pay address and where to mail a check. When something is due, it also has **Pay by bank (free)** and **Pay by card** buttons, which open Quick Pay with your reference filled in (they do not print).
- Tap **Print / Save as PDF**.
- If you open a statement for a unit that is not on your account, the page says "This statement is for a unit that is not on your account." and has a **See my statement** button.

Paper statements are set in **Profile & Settings** (Section 13).

8. Maintenance requests

> **Emergency**
> Fire, smoke, a gas smell or someone hurt? Call 911 first. Then, and for a flood, no heat or a lockout, call 617-683-1148 right away. Then submit a request so there is a record. You can send up to 8 new requests within an hour of your latest one; to add more about the same problem, add a note to your open request.

Submit a request

1. Go to the **Maintenance Requests** card (the **Repairs** jump link takes you there).
2. If you rent more than one unit, pick the **Unit**.
3. Type a short **Subject** (up to 150 characters), for example "Kitchen sink leaking under cabinet".
4. Choose the **Category** that fits best: Plumbing, Electrical, HVAC, Appliance, Structural, Pest Control, Exterior/Grounds, **Common area: hallway, lobby, elevator, grounds, roof**, Registration (pet, vehicle, amenity) or Other. For a shared area, also say where the problem is in the Subject. To list your pets and vehicles you do not need a request: use **Pets and vehicles** in **Profile & Settings** (Section 13).
5. Choose a **Priority**: Normal, Low, High or Urgent. If you choose Urgent, a red banner says "Fire, smoke, a gas smell or someone hurt? Call 911 first. For other urgent problems, also call 617-683-1148 now, so we can act right away."
6. Write the **Description** (up to 2,000 characters): when it started, what you have tried, any damage.

7. Add up to 3 **Photos** if you can (JPG, PNG, GIF or WebP, up to 10 MB each). On an iPhone, pick the photo from your photo library so it is sent as a JPG.
8. Tap **Submit Request**.

A green message confirms it with your request number ("Request #123 received") and you get a confirmation email with the same number. Your property manager is emailed right away.

Follow a request

Each request in **Your Maintenance Requests** shows a status label (**Open**, **In Progress**, **Resolved** or **Closed**), its number, its category and priority, and a progress bar with the steps **Submitted**, **In Progress**, **Resolved** and **Closed**. NEPREM emails you when work starts and when it is finished. If the manager adds a project timeline (steps such as "Order parts" with target dates), it shows on the request. Updates and notes (yours and the manager's) appear under **Activity**, and files NEPREM shares with you appear under **Attachments**. If you have more than 5 requests, a **Show** bar lets you filter them by status and search them.

Add a note, a photo, or "still not fixed"

1. In the list, open the request and tap **Add a note or photo**. On a Resolved or Closed request it reads **Still not fixed? Add a note or photo**.
2. Type your note (up to 2,000 characters) and add up to 3 photos if you like.
3. If the problem is back or was never fixed, tick **This is still not fixed (reopen the request)**.
4. Tap **Send note**. Your property manager is emailed, and a reopened request goes back to open.

9. Your lease and renewal

Lease Information

This card lists the leases that name you. Each lease shows a status tag (for example **Active**, **Ends in 30 days**, **Renewed**, **Month-to-month**, **Offer withdrawn** or **Ended**), the lease type, monthly rent, start and end dates, security deposit and, when NEPREM has it, a **Download Signed Lease (PDF)** button. Ended leases are folded under **Show past leases**. A commercial lease also lists its **Additional Charges** and a **Monthly total due**. A lease shows **Renewal in progress** only once a renewal offer has been sent to you (or you accepted one). If a lease has ended but rent is still billed, the card says "Your lease term has ended, so you now rent month to month. Currently billed: $... a month. If you have signed a renewal, NEPREM will add it to this lease.", and a fixed-term lease's type reads, for example, "Fixed Term (now month-to-month)". If the lease is in another household member's name only, the card says so and shows the lease term and monthly rent. Ask NEPREM to add you or to send you a copy.

Answering a renewal offer

The **Lease Renewal** card appears when a renewal offer is waiting for you, or when your lease ends within about 4 months (or ended in the last 3 months). Before an offer is sent it says NEPREM has not sent one yet (offers usually go out 60 to 90 days before the end), and whether NEPREM is preparing one or has asked your landlord for terms. Inside the last 60 days it names your end date, says NEPREM is working on your renewal and that you will be emailed as soon as an offer is ready. If the end date has passed with no offer, it says NEPREM is working on your renewal (and has asked your landlord for terms, when it has) and that you will be emailed as soon as an offer is ready. If NEPREM has not started one, it asks you to email or call so your terms can be confirmed.

When NEPREM sends you a renewal offer you get an email and a notice ("Your lease renewal offer is ready"), and the card shows:

- the date to respond by,
- your current lease end date and your current monthly rent (if your lease has ended and rent continues month to month, this is the rent you are billed now),
- the proposed rent, the new term and any additional terms.

1. Read the offer, especially the new start and end dates.
2. If you want to add a note, type it in **Message to NEPREM (optional)** first.
3. Tap **Accept renewal at $.../mo** or **Decline and move out**. Confirm when asked.
4. The page reloads at the Lease Renewal card, which says "Your response has been recorded" and shows your answer. Everyone named on the lease also gets an email: "Your lease renewal was accepted" or "Your lease renewal offer was declined".

Who can answer, and until when:

- Only people named on the lease can answer a renewal offer. If more than one person is named, the first answer counts for everyone on the lease. Everyone on the lease then sees that answer.
- If you live in the unit but are not named on the lease, you see the offer without the Accept and Decline buttons, and the card says only the people named on the lease can answer. Ask NEPREM to add you to the lease.
- The offer closes at the end of the respond-by date, so answer on or before that day. After it, the card says "This offer closed on" that date and shows no buttons.

If you accept, your new terms start automatically on the new start date. If you decline, the card shows your move-out date (the end of your current lease) and NEPREM follows up with move-out details. If you have not answered, you get one reminder when the deadline is 3 days away. If the offer's deadline passes, the offer expires: contact NEPREM if you still want to renew.

If NEPREM withdraws an offer it sent you, or one you accepted, you get one notice in your portal (no email). For 30 days the Lease Renewal card says "Your renewal offer was withdrawn" with the date and

your lease end date, and the **Lease Status** tile says so too ("Renewal offer withdrawn"). Once your lease has ended, the tile and the lease's tag read **Offer withdrawn**. Contact NEPREM at team@neprem.com or 617-683-1148 with any questions.

10. Renters insurance

The **Renters Insurance** card shows whether NEPREM has your proof of coverage: **On file**, **Expires soon** (within 30 days), **On file, pending review**, **New copy needed**, **Expired**, **Missing** (when your lease requires it) or **Not on file**. If you rent business (commercial) space, the card is called **Proof of insurance** ("Your business insurance certificate"), and you send your business insurance certificate the same way.

To send proof:

1. Choose the **Unit** (if you rent more than one).
2. Enter the **Insurance company** and **Policy number**. These are required. The **Coverage starts** and **Coverage ends** dates help NEPREM keep track.
3. Choose the file: the declarations page as a PDF or a photo (JPG, PNG or GIF, up to 20 MB).
4. Tap **Upload proof of insurance**.

The page says your proof was received and is pending review. You get an email receipt right away, and another when NEPREM has reviewed it. If it is accepted, the card shows **On file**. If NEPREM cannot accept it (for example it is hard to read), the card shows **New copy needed** with the reason, and you can upload a clearer copy the same way.

Once your proof is on file, the upload form is folded away under **Upload a new proof**; tap it to send a renewed policy. It opens by itself when nothing current is on file, when your policy has expired or ends within 30 days, or when NEPREM asked for a new copy. When NEPREM has switched expiry reminders on, you are also emailed about 30 days before your coverage ends and on the end date.

11. Documents and tax documents

- **Documents** lists the files you are allowed to open: your lease, notices for your unit, and building-wide files such as house rules. Unit files that name nobody are shown from your move-in date on, so you do not see a previous resident's papers. Each document has a **Download** button. With more than 3 documents a **Search** box appears. After the first 50, the rest are folded under **Show N older documents**.
- **Tax Documents** lists rent-paid statements and tax forms NEPREM has posted for you, each with a **Download** button. For a record of your payments at any time, use **Print My Statement** and choose **Last year** (Section 7), or email team@neprem.com.

- **Plumbing Reports** (only at buildings that offer it, such as Hampton Shores): tap **Open Plumbing Reports** to read the plumbing notes NEPREM staff logged for your unit. It is view only.

12. Messages and notifications

Send a message

1. Go to the **Messages** card (the **Messages** jump link takes you there). Its heading says who you can message: **With NEPREM**, or **With your landlord or NEPREM** when your landlord can be messaged in the portal.
2. In **New Message**, the **To** line is **Property Management (NEPREM)**. If your landlord is linked to your unit, **To** is a list and you can also choose **My Landlord** (with your landlord's name; if you rent from more than one landlord, the unit too).
3. Type a **Subject** (up to 200 characters) and your **Message** (up to 4,000 characters).
4. Tap **Send Message**.

Read and reply

Messages you receive appear in the same card, grouped into conversations (20 per page; use **Older** and **Newer** to page). Unread ones are highlighted and open when you tap them.

1. Open a message and tap **Reply**.
2. The form above shows who you are replying to, with the subject filled in as "Re: ...". Your reply goes to the person who wrote to you (your landlord, or NEPREM).
3. Type your message and tap **Send Message**. **Cancel reply** goes back to a new message.

You can attach up to 3 files to a message or reply: JPG or PNG photos, or PDFs, up to 10 MB each (**Photos or PDFs (optional)**). On an iPhone, pick the photo from your photo library so it is sent as a JPG. Only the people you send it to and NEPREM can open the files; the email notice says how many files there are but does not carry them.

You can send up to 10 messages an hour and 30 a day. For anything urgent, call 617-683-1148.

Notifications

The **Notifications** list at the bottom of the page collects portal notices from the last 90 days (new documents, payment problems, building announcements), 20 per page. The **N notifications** link at the top of your page jumps straight to it. A notice may have a button that takes you to the item. Tap **Dismiss** to clear one, or **Dismiss all** (you are asked to confirm). Building announcements and meeting invitations also come to you by email. You can answer a meeting invitation straight from the

email: tap your answer, then press the confirm button on the page that opens (for example **Confirm: Yes, attending**). Nothing is recorded until you press it. You can change your answer under **Next meeting** in **Latest from your building** until the meeting takes place.

If NEPREM or your building's board issues a violation notice for your unit, you get the first notice by email and in your Notifications list. The email is not sent if you unsubscribed from NEPREM email or turned off **Email alerts**. There is no violations card in your portal. With questions about the notice, reply to the email or contact NEPREM at team@neprem.com or 617-683-1148.

Email choices

Tap **Notification settings** in the Profile & Settings card to open **Notification Preferences**. You can switch these on or off, then tap **Save Preferences**:

- **Email alerts** (the master switch for the three below),
- **Maintenance request emails**,
- **New document emails**,
- **New message emails**.

Payment receipts, failed or past-due payment notices, lease and account emails, and messages NEPREM staff send you are always sent. The page says: "Building announcements and meeting notices go to everyone at the building whatever you switch on or off above; only unsubscribing stops them." To stop non-essential NEPREM email, tap **Unsubscribe from NEPREM email** on the same page (you are asked to confirm). Unsubscribing stops announcements, meeting notices, rent reminders, monthly statements and the violation emails described above. Receipts and past-due notices still come. If you unsubscribed by mistake, Profile & Settings shows a notice that your email is paused, with a **Resume email** button (it is also on the Notification Preferences page).

Phone alerts

In the **Profile & Settings** card, **Push notifications** can send small alerts to your phone or computer. It shows **On** or **Off**. Tap **Turn on** and allow notifications when your browser asks. Tap **Turn off** to stop them. On an iPhone or iPad, first add `neprem.com` to your Home Screen (Share, then Add to Home Screen) and open the portal from there. If alerts you set up before September 2026 stopped, turn them on again on each device. Signing out also turns off alerts on that device, so on a shared computer tap **Sign out** when you are done.

13. Profile & Settings, email and paper mail

The **Profile & Settings** card near the bottom of your page holds your details, your pets and vehicles, your paper mail choice, phone alerts and account links. It is the one place to change your name, phone, email and emergency contact.

1. Tap **Edit your contact details, pets and vehicles** to open the form.
2. Update your name, company name (for businesses), email, phone, **Emergency contact** and mailing address.
3. Tap **Save changes**.

Your name, email, phone and emergency contact are visible to NEPREM and to your landlord.

- To change your sign-in email you must type your current password. NEPREM emails a confirmation link to the new address (it works for 24 hours). Open it and press **Yes, use this address**: the change happens then, not before. Your current address gets a notice with a way to cancel: its link opens "Cancel the sign-in email change?", where **Yes, cancel the change** stops it. If the confirmation link has expired or was already used, the page says "This link has expired" and nothing is changed. Tap **Sign in to your portal** 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 to the old and the new address. 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 notices and statements, then tap **Save changes**. This is the one place to change it. The card shows which you have chosen. If NEPREM has no working email address for you, or you unsubscribed from NEPREM email, paper may still be mailed.
- The bottom of the card has one set of links: **Change password**, **Notification settings** 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.

Pets and vehicles

Below your details, **Pets and vehicles** (marked Optional) is where you list the pets and vehicles at your home. You may have filled it in already on the Move-In Guide (Section 4). This is where you change it later.

1. For each pet, choose the **Type** (Dog, Cat, Bird, Small animal, Fish, Reptile or Other) and fill in the **Name**, **Breed or description** and **Weight**.
2. For each vehicle, fill in the **Make**, **Model**, **Color**, **Plate** and **State** (two letters, like MA).
3. **Add another pet** or **Add another vehicle** adds a row. You can list up to 10 of each. To take one off, tap **Remove** (or clear its boxes).
4. If you have none, tick **I have no pets or vehicles** instead. Do not tick it if you also list some.
5. Tap **Save pets and vehicles**. This button saves only this part of the card; **Save changes** above saves your contact details.

If something needs fixing, for example a pet with no type chosen, the card says what to fix and saves nothing. What you typed stays in the form.

Who can see your pets and vehicles:

- NEPREM staff see them.
- Your landlord sees them, for their own units only.
- If your home is in a condominium or association, the association's board sees your vehicles only, for parking. The board never sees your pets.

The form repeats who can see them, for your home.

14. Frequently asked questions

How much is the card fee?

One fee: 5.49% of the amount you pay by card. Bank transfers (ACH) are free, and so are checks. The portal shows the exact total on the Pay button before you pay.

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.

Does NEPREM charge application, screening or placement fees?

No. NEPREM never charges tenants application, screening or placement fees. If anyone asks you for one, email team@neprem.com.

I cannot sign in.

First check that you are using the email address NEPREM has for you. If you forgot your password, use `neprem.com/forgot-password` (Section 2). If the portal says sign-in is paused, wait 15 minutes, or set a new password, or call 617-683-1148.

What does "Past due" mean?

It means an earlier month is still unpaid, or this month's rent is unpaid after your grace period has ended. "Due today" and "Due now" mean rent is due but not yet past due. Pay from the Account Ledger card (Section 5).

My card was declined. What should I do?

Declines almost always come from your bank: a daily limit, a fraud hold or a typo. Check the card number, expiration, CVC and ZIP, or try another card. You can also pay by bank at no charge. If it keeps

failing, call your bank or the office.

A declined card shows on the payment page, not in an email. When a bank payment does not go through (your bank returns it), NEPREM emails you a "Payment Failed" notice. It names the unit, and the bill reference when the payment had one. If you paid without signing in and that email address has no portal account, its **Pay again** button opens Quick Pay: with the reference filled in when the notice names one, otherwise empty, so type the Ref number from your bill. If that bill is from before a move-out and can no longer be paid online, the email says so instead: "This bill reference can no longer be paid online. To pay it, call NEPREM at 617-683-1148, or mail a check (payable as shown on your bill) to NEPREM, 1 Beacon Street, Floor 15, Boston, MA 02108, with the reference on the memo line." Its button is then **Call NEPREM**, not Pay again. If you have a portal account, **Pay again** opens your portal. An Auto-Pay charge that does not go through gets Auto-Pay's own email (Section 6).

I think I was charged twice.

A bank payment shows as processing for 1-4 business days, so please do not pay again while it clears. If you see two completed charges for the same bill, contact NEPREM right away with the date and amount and we will look into it.

Where is my receipt?

Every online payment emails a receipt to the payer as soon as it goes through. Check your spam folder and confirm your email in Profile & Settings. If you still need a copy, contact the office.

I paid by bank and my balance did not change.

Bank payments take 1-4 business days to clear. The Balance tile shows the payment as processing until then, and you get an email when it clears.

Why did Auto-Pay not charge me today?

Auto-Pay only charges on your charge day. Your first charge is on your next charge day, not today (Section 6). It also skips a month when you owe nothing, or when the payment would go over your "Never charge more than" limit, or when another payment is still clearing. With **Total balance** and no limit, it also holds a month whose balance is more than 3 times your usual payment (Section 6). With **Total balance**, it is also paused while a card payment on your account is under dispute with the card company, so pay each month yourself until the dispute is closed (Section 6). If it skips for the limit, because another payment is clearing, because it held the month or because of a dispute, you are emailed.

Why does my balance show rent for next month?

NEPREM posts each month's rent about two weeks before it is due. It shows as "upcoming (not yet due)" and is not late until the due date.

Can I pay next month's rent early?

Yes, once next month's rent is posted. When you tap **Pay by bank (free)** or **Pay by card** and nothing is due, look for **Want to get ahead?** (Section 5).

Can someone else pay my rent for me?

Yes. They can use Quick Pay at `neprem.com/quickpay` with your reference number. They do not need an account (Section 5). If two people pay the same amount the same way for the same bill on the same day without signing in, the second payment is not taken (Section 5): to pay your own share, sign in first. After you move out, a bill reference for your move-out month or earlier cannot be paid online by you or by anyone paying for you (Section 5).

Where do I get a copy of my lease?

In the **Lease Information** card, tap **Download Signed Lease (PDF)** when it is there. Your lease may also be in **Documents** (Section 11).

How do I get a record of my payments?

Use **Print My Statement** and pick a period, or **Download CSV** in the Account Ledger card (Section 7).

Where do I change my phone number, email, pets or vehicles?

In **Profile & Settings** (Section 13). The account page (`neprem.com/account`) only handles your password and two-step sign-in.

Who do I call in an emergency?

Fire, smoke, a gas smell or someone hurt? Call 911 first. Then, and for a flood, no heat or a lockout, call 617-683-1148 now. Your landlord's contact details are also on your dashboard. Anything that can wait, send a message in the portal or email team@neprem.com.

15. Getting help

Need	Contact
Questions, billing, portal help	team@neprem.com
Fire, smoke, a gas smell or someone hurt	Call 911 first
Phone (office and urgent repairs)	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

Report a problem with the portal

Use this for problems with the website itself: signing in, paying, a balance that looks wrong, or a page that will not load. For a repair at your home, use Maintenance Requests (Section 8).

1. Tap **Report a problem** at the bottom of any portal page.
2. Under **What is it about?**, choose one: Signing in / password, Making a payment, My balance or statement looks wrong, Documents or statements, Something looks broken on the page, or Something else.
3. Type a **Short title** and describe **What happened?**
4. Tap **Send report**. The page you were on and your device are included for you.

You get an email ("Update on your portal report") when NEPREM replies. The same page lists **Your previous reports** with their status (Open, In progress, Resolved or Closed), and you can add a message to any of them.

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