



PAYMENT INFORMATION

Rent and all other fees are due the 1st of each month. A grace period of 5 days is given. A late fee is charged if payments are not received by midnight on the 5th of each month. (Please note: This **IS** the 5th of the month, NOT 5 business days. If the 5th falls on a weekend or a holiday, late fees are still assessed on the 6th of the month.) You may combine the payment of rent and fees into one payment. **CASH IS NOT ACCEPTED.**

Any payments received will first be applied to past due balances on your account. Please call or stop in the office if you are unsure about the amount you should be paying.

Payment Options:

- 1) Credit or debit card— To make payment by credit/debit card, go to our website @ <http://www.highlandmankato.com/>, or stop in the office with your card, or call the office with your card information.

Helpful Hints:

- a. a) The website will NOT allow you to enter the same dollar amount from the same card on the same day. It thinks you have duplicated the transaction. To avoid problems when paying for more than one resident and/or more than one month at a time, enter the total you want to pay and use the comment section to let us know who/what you want to pay.
 - b. You must override (replace) the zeros in the cents amount when you are entering your rent payment online. If you try to enter a decimal and cents in the dollar slot, your transaction will not go through.
 - c. Be sure to make your **online payment** at least a day before the deadline so you can check your bank account the next day **to make sure it went through and avoid late fees. If you tried your transaction on the 5th and there was an error or problem, you will still be charged the late fee on the 6th.**
- 2) Check or money order—Send by mail to 1340 Warren Street (must be RECEIVED at our office by the 5th to avoid late fee); or drop off at the office either at the front desk or in our drop box in the second office door in the hallway.
 - 3) Auto debit—Fill out our auto debit form either in the office or online for recurring payments. Funds must be available to be debited on the 1st of the month. We will automatically make your rent payment for you. If your transaction declines, we will make one call to you to let you know your rent is not paid. If payment is not made by the 5th, you will be responsible for the late fee. (Be sure we have your current contact information.)

Any questions, please call the office.

-- HIGHLAND HILLS BOOKKEEPER