



Dear tenants,

We are always looking for ways to streamline our processes and make it easier for all tenants and owners.

In order to serve you better, effective August 1, 2019, the following changes will occur:

- 1) All checks must be made out to **MILESTONE PREMIER PROPERTIES**. Do not write the property owner.

0025

BANK

DATE _____

PAY TO THE ORDER OF Milestone Premier Properties \$ _____

DOLLARS  SECURITY FEATURES INCLUDED

MEMO (Property address)

AUTHORIZED SIGNATURE

⑆ 789123456 ⑆ 123789456123 ⑈ 0025

- Write the check out to: **MILESTONE PREMIER PROPERTIES**
- **Indicate the PROPERTY ADDRESS (include apt/unit #) in the memo**
- Tenants will be charged \$35 for any bounced checks.

2) **MAINTENANCE REQUESTS**

- All maintenance requests must be made by submitting a request through your Resident Portal (instructions below) or in writing (must be signed and dated by tenant).
- We will not accept requests made through any other means especially over the phone.
- We will respond to your requests within 48 hours.

Emergency Maintenance Requests:

Please send an email to pm@mpptx.com. You may also call us but we will still require you to fill out a maintenance request form afterwards to show to the owner.

Please note that an emergency is a flood, no power, no water, or other matters than can put you or the property in danger. If your matter is not considered an emergency, we will respond within the regular time frame.

If the event of highly dangerous situations such as fire, immediately call 911 and notify us after.

3) **PROPER DOCUMENTATION OF COMMUNICATIONS**

In order to make sure everything is properly documented, we will now require all communications to be done through either:

- Email (**Please email us at pm@mpptx.com**)
- Written letter (**signed and dated by tenant**)
- Communication section in resident portal

You may still contact us over the phone for any questions. However, if you wish to report any problems, we will require you to do so using the methods mentioned above.

4) Each Tenant will have access to their own Resident Site where you can make online payments, view your payment history, and view lease documents. (see below for instructions).

RESIDENT SITE:

You should have received an email/text from us containing the portal link and your login details. If you did not receive it or wish to have it re-sent, please contact us.

Resident site link:

<https://milestonepremierproperties.managebuilding.com/>

or visit our website and click on the tenant login button located on the home page:
www.milestonepremierproperties.com



[Home](#) | [Sign in](#)

[Home](#)

[Rentals](#)

[Documents](#)

[Contact Us](#)

[Apply Now](#)

Welcome!

We are excited you are here! We love all of our tenants and strive to make this process as easy as possible for you!

[Please refer to the documents section of this page for important information regarding accessing your online account, setting up online payments, submitting repair requests, etc.](#)

For new prospective tenants, you may apply here online. Once your application is received, it will be reviewed by our property manager and you will receive further instructions for approving a background check. We screen all of our tenants to ensure they are good candidates for our properties!

We look forward to assisting you in anyway we can!

Search Available Rentals

Enter a zip code or city/state



SEARCH

[More search options »](#)

Resident Sign In

Email

Email

Password

Password

Remember me

[Forgot your password?
Request a new one](#)

SIGN IN

Management Sign In

Property managers, rental owners, and vendors
[Sign in here](#)

Access your lease documents:

Documents

Search [] Category [v] Date [v] Sort by: Newest [v]

NAME	CATEGORY	UPDATED	TYPE	SIZE
Lease - [REDACTED] St Denison	Uncategorized	3/29/19	PDF	8 MB

Submit maintenance requests:

Requests Create request

Search [] Open Closed Sort by: Newest [v]

SUBJECT	STATUS	DATE	NUMBER
---------	--------	------	--------

No open requests
Requests opened by you or your property manager will appear here.

The best part is, you can access the resident site anytime, anywhere; whether you are using a computer or your mobile phone. Just login using any browser!

Thank you for taking your time to go through this document. If you have any questions or concerns, please send us an email at pm@mpptx.com or give us a call.

*1001 N Eisenhower Parkway
Denison, TX 75020
Phone: 903-462-0282
Fax: 903-287-9141
email: pm@mpptx.com
www.MilestonePremierProperties.com*

Office Hours:

Monday - Friday: 8:00 AM - 5:00 PM