

FREQUENTLY ASKED questions

Text: 415.688.7718 | Email: residentservices@parkmerced.com | Phone: 415.405.4600 ext 3

Rent Payments

What forms of payments are accepted?

The easiest way to pay rent is by using the Resident Portal – autopay and one-time payment options are available. Residents can also pay by check, cashier's check, or money order. Cash is NOT accepted.

Who can pay rent?

Parkmerced can only accept payment from a leaseholder or a guarantor.

Will I be charged a late fee?

Residents will be charged a late fee if the full amount due is not paid by end of day on the fifth of each month. The late fee is \$75.

How do I get a receipt?

If you pay on the Resident Portal, a payment confirmation will be automatically emailed to you once the payment is complete.

If you pay with a physical payment, please write "Receipt Requested" when you drop off your payment. The receipt will be emailed after the payment is posted to your account. If you would prefer a mailed receipt, please note that on your payment.

Car Free Living

Am I eligible for Car Free Living (CFL)?

All residents who moved in after 2016 are eligible to participate in our Car Free Living program. This is \$100 per unit, divided among all leaseholders. Residents have the option to allocate to Clipper, Rinse, Zipcar, or Uber. If you have an outstanding balance, you will not be eligible to receive credits.

How do I sign up? When is the deadline?

Visit www.carfreeportal.parkmerced.com to create your account and make your allocations. Be sure to use the email you have on file with Parkmerced. The deadline to make or change your allocations is the 26th of each month.

When will I get my credits?

Credits are sent out between the first and the fifth of each month.

How do I change my Clipper card number?

Visit the CFL Portal to update your Clipper card number. This cannot be done by Resident Services on your behalf.

I don't see my Uber credits. What should I do?

If it's after the fifth of the month, try this:

After confirming you do not have a balance, check to make sure you are on the most recent version of the app and your forms of payment are up to date. Force quit the app or restart your phone. If the credits still aren't there, and it's past the fifth of the month, please send Resident Services a screenshot of your Uber wallet showing the credits aren't there.

Resident Portal

What does the Resident Portal do for me?

The Resident Portal has a variety of uses. You can pay rent, view your payments & charges, open work orders, submit Resident Services inquiries, access community information, and so much more!

How do I sign up for the Portal?

You can sign up for the Resident Portal online by visiting www.parkmerced.com/residents. Click on the orange "Resident Portal" tab, which will bring you to the Portal website. Click the blue link for "Click here to register". Enter your first and last name as shown on your lease agreement, and the email on file with Parkmerced. You will also need your registration code.

To sign up using the Resident Portal app, search the app store for Rent Café Resident. Click "Sign Up". Enter "Parkmerced" when prompted to search for your apartment community. Follow the same instructions as above for entering your personal information.

Residents who signed up for the Resident Portal online can use those same credentials to log into the app.

Where do I find my registration code?

Your registration code was emailed to you upon move in. You may also contact Resident Services for your code.

Are there fees associated with paying online?

If you pay by ACH (using your bank account and routing numbers), there are no additional fees to pay online.

If you pay by debit card, fees are calculated based on the transaction amount. For payments under \$1,000, the fee is \$3.95. For payments over \$1,000 but below \$2,000, the fee is \$5.95. For payments of \$2,000 or greater, the fee is \$9.95.

If you pay by credit card, there is a 2.5% fee.

Note – the confirmation page will show you what the convenience fee is before you complete your payment. You can choose to not complete your payment and pay another way if you don't want to pay the fee.

What should I do if I don't see my payment posted on the Portal?

If you made an online payment that is not posted on the Portal, you may not have completed the payment. In this case, please make the payment again.

If you attempt a payment but receive an error message via email, please contact your bank before making another payment.

If you dropped off a physical payment and it's been more than 48 hours Monday through Friday, please

contact Resident Services with check/money order number, amount, and date of drop off. Payments received over the weekend will be processed on Monday.

Parking & Storage

How do I get a residential parking permit to park on the street?

Please contact the Resident Services office for a list of available parking spaces near you. We offer both carport and garage spaces. We offer daily, weekly, monthly, and 6-month options. Pricing varies based on duration.

How do I get a parking permit with Parkmerced?

The streets throughout Parkmerced are owned by the city of San Francisco. Please visit sfmta.com for the application form. You can also contact them at 415-701-4500 with any questions.

I lost my parking tag/garage remote. How do I get another one?

A parking tag is required to park in a carport or garage. You can replace your parking tag or garage remote at Resident Services. A replacement parking tag is \$10, and a replacement garage remote is \$60.

Do you offer storage?

Yes, we do offer storage units for \$65/month, subject to availability. Please contact Resident Services to schedule a viewing.

Nuisances

How can I file a noise complaint?

Please contact Resident Services to file a noise complaint and we will investigate your concern. You may also contact SFPD's non-emergency line.

What are quiet hours?

10pm – 8am.

Someone is parked in my rented space. What should I do?

Please contact Resident Services. We will tag the car parked in the space and will tow during business hours if the vehicle doesn't move.

My car was towed. Where do I pick it up?

Please contact Atlas Towing at 800-300-5166 regarding vehicle pick up. You can also visit their website at atlastow.com.

Entry (keys, fobs, and tower entry)

I need a new key. How do I get one?

Metal keys (for the door to your home and mailbox) are requested through Maintenance and may be picked up at the Maintenance office, located at 410 Garces Drive. This may take up to 24 hours. Please open a work order on the Resident Portal to request new keys. Each metal key is \$5.

I need a new fob. How do I get one?

Fob keys are requested through Resident Services and may be picked up during business hours at the office.

Please contact us by phone, email, or through the Portal for a new one. Each fob is \$20, and a form must be signed before a new one may be issued.

How can I program my name into the callbox in front of my tower?

You should have completed a Tower Entry Access form upon move in, which would have programmed your name into the callback. If you would like to make a change to the leaseholder we have programmed, please reach out to Resident Services.

Move Out

Why does my bill show full rent when I'm moving out?

Your rent statements will always show full rent. As long as you give notice a minimum of 30 days prior to your move out, and have satisfied your original lease term, you are only responsible for a prorated amount of rent, equal to the number of days you're staying in the home. This amount will also be mailed to you in your move out packet. Please pay your utilities as normal, as they are from your usage two months ago and therefore not prorated.

Where do I turn in my keys? Can I leave them in my unit?

Please bring your keys to the Resident Services office, located at 1 Varela Avenue. If you're returning your keys after business hours, please put them in an envelope or small bag with your name and address and slip them through "Rent Drop" Box. They may not be left in the unit.

When will I be officially moved out?

Your account will be officially moved out after all keys are returned, and the home is confirmed vacant.

Maintenance

How can I open a work order?

You may open a work order through the Resident Portal.

How do I check in on the status of my work order?

Please check the Resident Portal for updates.

Amenities and Reservations

How much does it cost to rent the Community Room?

The price for the Community Room is \$200. This covers a 6-hour time slot, 9am – 3pm or 5pm – 11pm, which includes set up and clean up time. Each additional hour is \$50.

How do I reserve an amenity?

Please contact Resident Services to make a reservation.