

RentalRelay SMS Notification Opt-In Disclosure

Program Name: RentalRelay Property Management SMS Notifications

Service Provider:
RentalRelay

Date:

SMS Notification Program

Your property manager uses RentalRelay to communicate with tenants via text message (SMS). This service allows you to receive important property updates, maintenance confirmations, and urgent alerts directly to your mobile phone.

What Types of Messages Will I Receive?

You may receive the following types of messages:

- **Maintenance updates** – Status of repair requests, scheduled maintenance, service appointments
- **Lease reminders** – Rent due dates, lease renewal notifications, document requests
- **Property information** – Parking rules, trash schedules, building updates, amenity reservations
- **Urgent alerts** – Emergency maintenance, utility shutoffs, safety notifications
- **Two-way support** – Responses to your questions and requests

Message Frequency: Message frequency varies depending on your property needs and requests. You may receive 0-10 messages per month.

Message & Data Rates: Standard message and data rates from your mobile carrier may apply. Contact your mobile carrier for details on your plan.

How to Opt-In

To receive SMS notifications from your property manager:

1. Save this phone number to your contacts:

Property Management SMS Number: (_____) _____ - _____

Property Name: _____

2. Text HELLO to the number above to activate notifications.

3. You will receive a confirmation message that says:

"Thanks for connecting with [Property Name] via RentalRelay! You'll receive important property updates here. Msg frequency varies. Msg&data rates apply. Reply STOP to opt out or HELP for support."

Alternatively: You can initiate contact at any time by texting the property management number with a question or request. You will automatically be opted into the notification program when you send your first message.

How to Opt-Out

You can stop receiving messages at any time by:

- **Texting STOP** to the property management number
- You will receive a confirmation: *"You have successfully been unsubscribed. You will not receive any more messages from this number. Reply START to resubscribe."*

You can opt back in at any time by texting **START** or **HELLO** to the property management number.

Need Help?

- **Text HELP** to the property management number for assistance
- **Email:** support@rentalrelay.io
- **Privacy Policy:** https://github.com/cdenmark97/Terms-Conditions/blob/main/PRIVACY_POLICY.md
- **SMS Terms & Conditions:** https://github.com/cdenmark97/Terms-Conditions/blob/main/SMS_TERMS.md

Your Rights & Privacy

- **No Marketing:** RentalRelay only sends transactional property management notifications. We do not send marketing, promotional, or third-party advertisements.
 - **Your Data:** We do not sell or share your phone number or message history with third parties.
 - **Consent is Optional:** You are not required to consent to SMS notifications as a condition of your lease. However, opting in helps you receive timely property updates.
 - **Unsubscribe Anytime:** You can opt out at any time by texting STOP. This will not affect your lease agreement.
-

Tenant Acknowledgment & Consent

By signing below, I acknowledge that:

- ☐ I have read and understand the RentalRelay SMS Notification Program
 - ☐ I consent to receive SMS notifications from my property manager at the phone number I provided
 - ☐ I understand message and data rates may apply
 - ☐ I understand message frequency varies based on property needs
 - ☐ I can opt out at any time by texting STOP
 - ☐ I have access to the Privacy Policy and SMS Terms & Conditions
 - ☐ Consent to SMS notifications is optional and not required as a condition of my lease
-

Tenant Mobile Phone Number: () -

Tenant Signature: _____

Tenant Printed Name: _____

Date: _____

Property Manager Signature: _____

Property Manager Printed Name: _____

Date: _____

For Property Manager Use Only

Property Address: _____

Unit Number: _____

Lease Start Date: _____

Property Management SMS Number: () -

This document is part of your lease agreement and will be kept on file by your property manager.

RentalRelay is a property management communication platform that enables landlords and property managers to send transactional SMS notifications to tenants who have provided explicit consent.

Questions? Contact RentalRelay support at support@rentalrelay.io or visit <https://rentalrelay.io>