

RPH Development

20 East Spring

Fayetteville, AR 72701

479.445.6228



Landlord Contact:

RPH Email

office@rphre.com

Frequently Asked Questions

- **What day is trash day?** Every Wednesday
- **My Power Went Out?** Have you checked the breaker box (reset breaker in the garage)
- **What about my Utilities?** Tenants are responsible for utilities. Please contact your utility provider. Common providers: First Choice Security (479.527.0300), Southwestern Electric Power Company (1.888.216.3523), Cox Communication (1.800.234.3993), AT&T (479.587.1030), Black Hills Energy (1.800.694.8989)
- **How do I forward mail to my new address?** <https://www.usps.com/manage/forward.htm>
- **How do I file a maintenance request?** Through the RPH Mobile App, see instructions on the back. In the event of an emergency call the office 479.445.6228, if no one answers please call Andrew's cell phone 479.651.2084
- **How do I set up water?** In order to establish new service per city ordinance under normal circumstance a \$50 minimum deposit must be paid. To start new water service the Application for Water Service (PDF) form must be filled out completely and signed, along with a valid picture ID, and a copy of your signed lease agreement. This must be done in our office at: City Hall 113 W. Mountain Street Fayetteville, AR 72701
- **Who do I ask if I have questions about my lease?** Your leasing documents are available on your RPH Mobile App. See further instructions on the back.
- **How do I activate the alarm system?** Contact Derrick Calhoun (479.502.7777) below are his instructions.
 - In the City of Fayetteville, it is mandatory for all monitored security alarm systems to be registered with the Fayetteville Police Department. You will need to call 877-575-0933 to register your system. You will be given a permit #. Please call our office to report this permit #.
 - We will need a valid email address in order to create your alarm.com account for your interactive security benefits.
 - We will also need a "call back" list with names and phone #s. This list will be who the monitoring company will call in case of a burglar signal.
 - We will also need a PASSWORD (4-12 letter word). This password will be what the monitoring company will ask for from the people on the "call back" list if they were to receive a signal. You will also need that same password to call our office to change anything on your account.
 - Our technician will need to activate the system on site. At that time...
 - You will be instructed on how to use your system, you will need to sign a monitoring agreement that corresponds with the length of your lease, you will need a check for your first month's monitoring, and you will need a voided check for your automatic monthly monitoring bank draft.
- **Any further questions may be answered through the RPH Mobile App, on the back are instruction for the use of the app.**

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RPH Mobile App Instructions

- **Where do I find the RPH Mobile App?**
 - Open the Apple App Store or Google Play Store and search specifically “RPH LLC”, as a search result you’ll find our app logo  select and download the app for free.
- **Should I have my push notification on for the RPH Mobile App?**
 - Yes! When you open the app for the first time you’ll be asked if you’d like the RPH Mobile App to send push notifications, please select OK or Yes as we’ll often use the app to communicate when property management will be done along with drawings for Razorback Football tickets.
- **How do I create a profile on the RPH Mobile App?**
 - When opening the app for the first time, you’ll have the option to login, sign up, or visit as a guest. Please select the “Sign Up” option. Here you’ll provide basic information, please be sure to put your RPH address down when signing up.
- **How do I submit maintenance request?**
 - Open the app and select the “Repair Request” button  once selected you’ll be prompted to describe the issue, take a picture of the issue, and then click the yellow “Submit” button. You’ll then receive an Alert that your submission has been successfully received.
- **How do I view the status of my repair and moving requests?**
 - Open the app and select the “My Status” button  you will there be able to see your status on both repair requests and moving dates.
- **How do I view my leasing documents?**
 - Open the app and select the “My Files” button  you will then see a list of your files. From there you’ll have the option to view the documents by selecting the download button  or email the file by selecting the email button. 
- **How do I contact the utility companies?**
 - Open the app and select the “Utility Company Information” button  there you’ll find contact information for the utility companies most often used by RPH Tenants.
- **How do I schedule a move out day?**
 - Open the app and select the “Moving” button  from there you can select a Move Out Date, click Update and an Alert will announce “Move Out Date Successfully Updated!”
- **How can I reduce my utilities?**
 - Open the app and select the “Energy Saving” button  here you’ll find numerous tips on how to reduce your utilities. Additionally, you’ll find information about the various Energy Start appliances RPH has installed.