

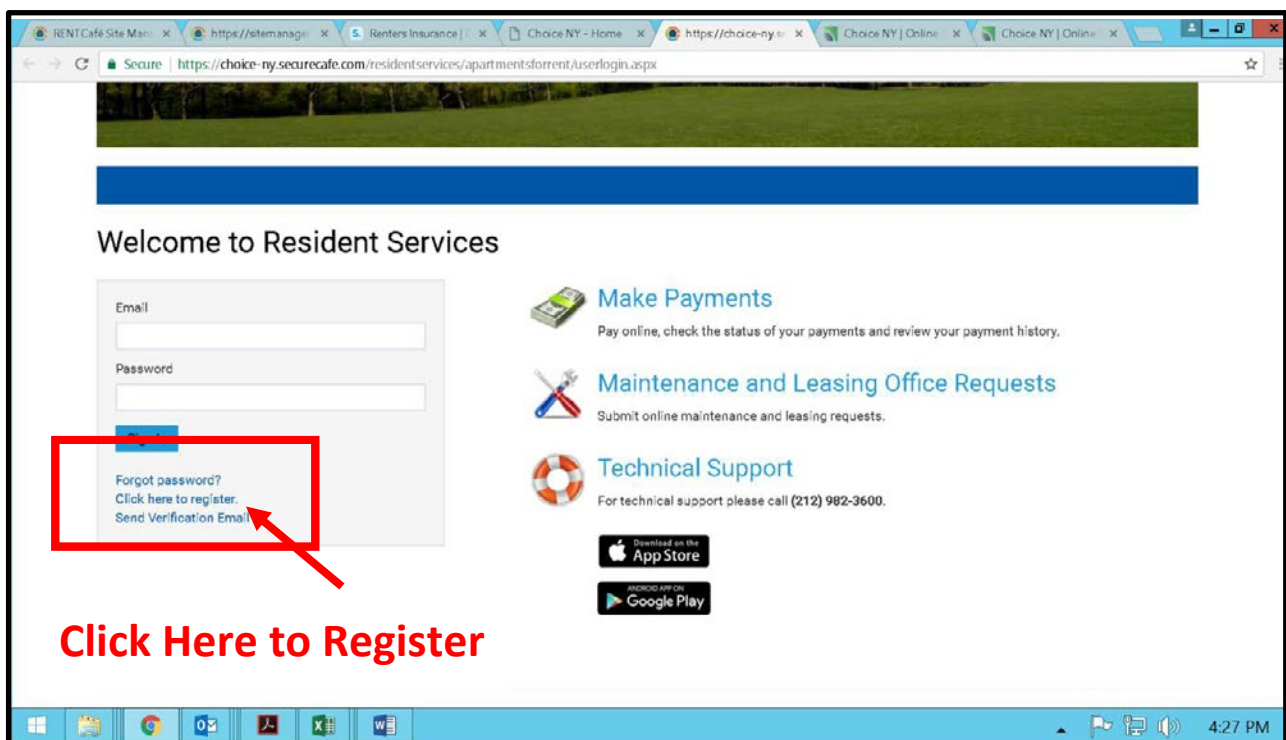
APPENDIX 3:

SERVICE REQUEST INSTRUCTIONS

To submit a service request, please sign into RENTCafe at:

<https://management.choicenewyork.com/servicerequests/>

For new users, please choose the "Click Here to Register" link under the password field to register for RENTCafe.



2. You may also access RENTCafe on your mobile device.

Please go to:

a. Rent Café App (Android):

<https://play.google.com/store/apps/details?id=com.yardi.systems.rentcafe.resident>

b. Rent Café App (Apple):

<https://itunes.apple.com/us/app/rentcafe-resident/id541403633?ls=1&mt=8>

3. Please enter your property address here, then select property:

User Login

Resident Registration

To start, we need to locate your apartment community. Please enter the postal code or name of your apartment community below:

Enter Your Zip Code

Select Your Apartment Community

- 121 IRVING MGM LLC
- 121 VARICK STREET CORP
- 127 West 24th Street
- 178 North 11th Street Brooklyn, NY 11211
- 303 Cooper Street Brooklyn, NY 11237
- 305 Cooper Street Brooklyn, NY 11237
- 307 Cooper Street Brooklyn, NY 11237
- 309 Cooper Street Brooklyn, NY 11237

Select Property Here →

4. Please enter your personal info, including TENANT ID, choose password and then register:

Already a member? Click here to log in.

User Registration

Personal Details

First Name*

Last Name*

Phone Number

Registration Code


Account Information

Email*

Password*

Enter personal, Tenant ID, password info & register →

My Property



121 VARICK STREET CORP
121 Varick St
New York, NY 10013

5. Once you have successfully registered and logged into your Resident Portal, you will be able to (letters correspond to location of links on image below):

- a. Pay your rent (powered by Click Pay – requires separate registration)
- b. Submit a maintenance request
- c. Submit a leasing office request
- d. Purchase renters insurance (powered by Sure App – requires separate registration)
- e. Download important documents (such as your lease and lease renewals)
- f. See your rent payment history
- g. Register for SMS text alerts
(to be notified by text of important building information)
- h. Update your contact info
- i. View and post info to your property's bulletin board

