

Fan Apartments, Inc.  
P.O. Box 5541  
Richmond, VA 23220  
(804) 358-1948 – Payment Office  
[fanapartmentsbooks@aol.com](mailto:fanapartmentsbooks@aol.com) - Email

There are multiple ways to pay your rent.

FREE payment options:

1. Bill Pay from your bank - You may set up a monthly payment and your bank will mail us a check directly. MAKE SURE TO PUT YOUR ADDRESS IN THE MEMO SO WE KNOW WHERE TO APPLY THE PAYMENT;
2. Auto-Draft - log onto our tenant portal, download the form, sign it and email it back to us: <https://www.fanapartments.com/tenant-portal.html>
3. Mail us a check – be sure to mail a couple of days before the 1st as we use the postmark for late rent. Please note: We never deposit rent checks before the 1<sup>st</sup>. If your address is not on your check and/or someone else is paying the rent, please include your address & apartment number in the memo section of your check CONTACT US IF YOU WANT ANY MORE PRE-ADDRESSED ENVELOPES

Service Charge payment options: Starting January 1, 2022 there will be a 3.5% surcharge

1. You may pay online with a Visa/Mastercard/Amex/Discover:  
[www.fanapartments.com/tenant-portal.html](http://www.fanapartments.com/tenant-portal.html)

As we navigate new payment methods, please be reminded that rent not received when due is subject to a late charge. Your rent is due on the first day of the month, as indicated in your lease. Please adjust your payments accordingly or you will receive a late charge.

Payment Questions: Email: [fanapartmentsbooks@aol.com](mailto:fanapartmentsbooks@aol.com) or Call 804-358-1948. Please leave a message if we do not answer.

We appreciate you as a Tenant.

Fan Apartments, Inc.