



CARBON MONOXIDE DETECTORS AND / OR SMOKE DETECTORS

For everyone’s safety, please test your smoke detector upon move-in and weekly thereafter. Report any malfunction to Resident Services at 410-628-7700, weekdays from 8:30 a.m. until 6:30 p.m. After hours and on holidays, please call Emergency Maintenance at 410-769-7600.

FIRE PRECAUTION: Many grease fires occur when hot cooking pans are left unattended. No matter how long it takes to heat up, **never leave a hot pan unattended.** A common sign of a soon to be grease fire is smoke. Grease usually smokes heavily before it ignites. If you see smoke coming from the pan, turn the burner off and carefully remove the pan from the heat.



RENTER’S INSURANCE

If it’s time to renew your policy, please make it a priority! If you need to obtain Renter’s Insurance please contact an insurance company. You are responsible for insuring your personal belongings, please refer to your Rental Agreement for all details pertaining to Renter’s Insurance.



RENT PAYMENTS

The rent is due on the first day of each month, in advance. There are several options available to you to pay your rent. **ALWAYS...please write your address on your payment and include your payment slip.**

ONLINE*: Available through Rentcafe. Applicable fees and restrictions may apply.

DEPOSITORY*: You can pay the CURRENT MONTH’S RENT by placing your payment and the coupon or bill in a depository, 24 HOURS PER DAY, 7 DAYS PER WEEK. **There is no transaction fee.**

Cockeysville Payment Center
14 Hogarth Circle
Cockeysville, MD 21030

Glen Burnie Payment Center
405 Hideaway Loop
Glen Burnie, MD 21061

Columbia Payment Center
12114 Little Patuxent Parkway
Columbia, MD 21044

Essex Payment Center
1408 Browning Drive
Essex, MD 21221

Catonsville Payment Center
12 Rambling Oaks Way
Baltimore, MD 21228

Loch Raven Payment Center
6809 Sturbridge Drive
Baltimore, MD 21234

MAIL*: You can mail your rent payment to: **Hendersen-Webb, Inc., P.O. Box 394, Cockeysville, MD 21030-0394**

PAY BY PHONE*: You may call 410-628-7700 and press 3 to pay by personal check, MasterCard, Visa or Discover. The convenience fee is \$20.00 per transaction. Phone pay is currently available weekdays 8:30 a.m. until 3:00 p.m.

*Note: Personal checks are accepted, provided there are no restrictions of any kind on your account. Money orders and cashier’s checks are acceptable means of payment, except when paying online.

Resident Portal

Please register to access the Resident Portal at www.henwebb.com. Helpful information is posted there. You can pay your rent online, check your account balance, place a non-emergency service request, print a Resident Referral form and send us an email. You also have the option to opt in to receive emails. Scan the QR code to access the portal.

