



**Firebird Housing Specialists**  
2141 E. Pecos Rd, Suite A  
Chandler, AZ 85225  
Office – (480) 633-1993  
Fax – (480) 633-3551

*Member of the National Association of Property  
Managers Since 1994*

## Welcome!

Firebird Housing Specialists welcomes you as a new resident. To achieve a successful tenant/management relationship, we prepared the Firebird Housing Specialists tenant move-in packet to assist you with your tenancy.

Firebird Housing Specialists wants you to be prepared throughout your tenancy. Therefore, we wanted to provide important information and documents that you may need in the future. You will find enclosed forms for maintenance guidelines and troubleshooting, work order requests, rental payment instructions, general information, emergency instructions, move-in / move-out condition checklist, and more.

The owner of the property has retained Firebird Housing Specialists as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact Firebird Housing Specialists when you need assistance during your tenancy. Being that we are a multi-office operation, all correspondence regarding financial matters should be directed to our corporate office as of the address below:

Firebird Housing Specialists  
2141 E. Pecos Rd, Suite A  
Chandler, AZ 85225  
Hours of Operation: Monday - Friday 9AM to 5PM  
Office – (480) 633-1993  
Fax – (480) 633-3551  
[www.firebirdhousing.com](http://www.firebirdhousing.com)

**Rent payments can be made by mail, in person, or on-line through your Tenant Portal. To sign up to pay rent on-line, simply go to [www.firebirdhousing.com](http://www.firebirdhousing.com) and fill out the Tenant Portal Sign-up info found under the tenant tab. Additionally, you can fill out and submit the Tenant Portal Sign-up Form included in this packet. You will receive your activation email within 5 business days of submitting your information. Firebird Housing does have a night drop on the south door of our corporate office building for after-hours payments. Please note that rent is always due on the 1<sup>st</sup> of the month. We do not accept personal checks after the 4<sup>th</sup> of the month. ANY PAYMENTS MADE AFTER MIDNIGHT ON THE 4TH ARE REQUIRED TO BE PAID IN CERTIFIED FUNDS.**

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. Firebird Housing Specialists is here to help you.

**We wish you a successful and enjoyable tenancy in your new residence.**