



Welcome to Your New Home!

Dear Valued Tenant,

Welcome to your new home! On behalf of Carlson Properties, LLC we are excited to have you as a resident and look forward to providing you with a positive and comfortable living experience.

Our goal is to maintain a safe, well-managed, and responsive rental experience. To help make your tenancy as smooth as possible, we encourage you to review the Tenant Resources available on our website and become familiar with the important document section.

Rent Payments

There are multiple ways to submit your rent payment:

Online:

Rent can be paid securely online through the Innago Tenant Portal. Tenants must be registered to access the portal. If you have not yet signed up, we can send you an invitation link upon request.

Mail:

Carlson Properties, LLC
P.O. Box 52322
Tulsa, OK 74152

Maintenance Requests

All maintenance requests must be submitted through our Maintenance Request Form located on the Tenant Resources page of our website. This allows us to track, prioritize, and respond to requests efficiently.

For **emergency or urgent maintenance issues**, please contact Mary, Property Manager directly at 918-955-0497.

Using the Innago Tenant Portal

To streamline communication and provide added convenience, we strongly encourage tenants to utilize the Innago Tenant Portal. The portal offers secure, 24/7 access to important tools and information related to your tenancy, including:

Payments & Financials

- Secure online rent payments via ACH or debit/credit card
- Auto-pay options to help ensure rent is paid on time each month
- Access to payment history and downloadable receipts

Documents

- View and download your lease agreement and any addendums at any time

- Secure access to important documents whenever you need them — no more misplaced paperwork

Communication

- Automated reminders for upcoming rent due dates and late notices to help you stay informed

Using the tenant portal helps ensure accurate recordkeeping, timely communication, and a smoother rental experience for everyone.

Thank you for choosing Carlson Properties, LLC We appreciate your tenancy and are committed to providing professional, fair, and timely service throughout your lease term.

We wish you comfort and happiness in your new home!

Sincerely,

Carlson Properties, LLC

Shanice Carlson