Ryder Group Resident Guide

How to reach us, request a repair, handle an emergency and pay rent

Who to contact

One number for everything	Call or text the office at (563) 549-7860 for rent, your lease, repair questions and emergencies. Older maintenance numbers no longer work.
Repairs (non-emergency)	The best way to request a repair is through your resident portal (steps below). It goes straight to Ryder Group Maintenance and you can follow it there.
Fire, gas smell, or anyone in danger	Call 911 first.
Resident portal	rydergroup.rentvine.com/portals/resident, or the Rentvine app. Pay rent, request repairs, message us and view your lease.

How to request a repair (best way: your portal)

1. Log in	Open your resident portal (website or app).
2. Start a request	Open Maintenance and start a new request.
3. Describe it	Tell us what's wrong and where, for example "kitchen sink leaking under the cabinet."
4. Add photos	Photos or a short video help us bring the right parts.
5. Access	Let us know if we may enter when you're not home, and if you have pets.
6. Submit	You'll see updates on your request in the portal.

Emergencies

What counts	Something that could cause injury or serious damage if it waits until the next business day: an active water leak or flooding, no heat in cold weather, a sewer backup, no electricity to the unit (check with the utility company first), or a door or window that won't lock.
What to do	Call the office at (563) 549-7860. If no one answers, leave your name, address and unit, and a callback number, and we'll call you back as soon as possible. Then submit the request in your portal too.
Fire or gas	For fire, a gas smell, or anyone in danger, leave the building and call 911 first. For a gas smell, also call your gas company from outside.

Paying rent

When	Rent is due on the 1st of each month. Late fees start on the 6th.
How	Pay through your resident portal. A bank account is the lowest-cost option. Set up AutoPay so rent goes out automatically each month.
Questions about a charge	Call the office before you pay, and we'll sort it out.

Good to know

Keep your info current	Update your phone number and email in the portal so we can reach you about repairs and building notices.
Your lease	A copy of your signed lease is in your portal under Files. If you don't see it, call the office.

Need something?

Repairs	The best way: submit a request in your resident portal under Maintenance.
Emergencies	Call the office at (563) 549-7860. Fire, gas smell, or anyone in danger: call 911 first.
Office	Call or text (563) 549-7860 for rent, questions and emergencies. The Ryder Group, 3111 N. Brady St., Davenport, IA 52803
Resident portal	rydergroup.rentvine.com/portals/resident, or the Rentvine app

Thank you for being a Ryder Group resident! · Updated November 2026.