



Dear Valued Tenant,

Our software provider Appfolio has announced that they released an Application to access your tenant portals from your mobile device. This free app will make it much easier to log into your portals, pay rent online, or submit maintenance requests. They have also added a section for Renters Insurance. We do not require this company wide, but we advise you to take advantage of this paid service.

If you are interested in downloading this app, please search "**Appfolio Portal**" on the App store.

If you have any questions, please reply to your manager directly.

Best regards,

Premier Property Management.



Dear Valued Tenant,

We have received your request for maintenance and this has been dispatched to our preferred vendors. They will contact you to schedule their appointment.

You were copied on the request to the vendor. In the event they don't contact you within **48 hours** you may contact them directly to inquire the status of scheduling.

Best Regards,

The PPM Team



Dear Valued Tenant,

As you know, in Southwest Florida we are always battling the heat, which means that our A/C systems must be working as efficient as possible to keep the homes cool. The average temperature for a home in South Florida is 75 degrees. Studies show that for every degree you set your thermostat back, you save 2% on your electric bill. Keep in mind, the average household nationally spends more than \$2,200 a year on their energy bills – with 50% to 60% going to cool or heat their home. Through proper use of a programmable thermostat (using the 4 pre-programmed settings) you can save about \$180 every year in energy costs for a typical single-family home in Naples.

Tenants are responsible for proper Heating/Air Conditioning Maintenance, ie; filter replacements every 30 to 60 days and advising management when the system isn't functioning properly. Any maintenance performed on the Heating/AC unit that is due to a lack of proper care by the tenant, as determined by a licensed A/C Heating company, will be the responsibility of the tenant. Some owners use specific vendors and not all vendors are available to make repairs on the weekends or after hours.

Florida state laws specify that landlords are not required to provide A/C or heat in every room, but they do have to provide a form of heating in any living room under the [Housing Improvement Regulations 1947](#).

If it becomes necessary to dispatch a vendor for an AC issue, you will be copied on our request to them. If the vendor does not contact you within 48 hours please contact them directly and advise your property manager. Please contact the vendor with questions regarding the air conditioner, if needed.

Best Regards,

The PPM Team



Dear Valued Tenant,

Lawn maintenance is a bi-weekly service. If the service is ever out of rotation this is normally related to the unpredictable weather conditions here in Florida.

Please contact the vendor with questions regarding the lawn maintenance, if needed. Their information will be provided to you by emailing a request to your property manager.

If the vendor does not respond within 48-hours, please contact your manager.

Best Regards,

The PPM Team