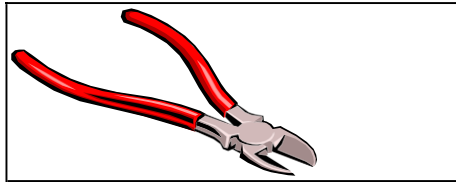


FAQ

SunCastles Management, Inc., Realtors For Your Information

Office ph#: 407/425-8166
Office fax#: 407/425-8168
Email: janetpursley@suncastles.com
OR laurenspursley@suncastles.com



MAINTENANCE REQUESTS:

If you have a routine maintenance issue, you have several options to report it, however for the quickest response, submit an online request through your tenant portal https://suncastles.appfolio.com/connect/users/sign_in.

You can also call us during regular office hours or leave a detailed voice message.



FOR EMERGENCIES, DIAL 911

After hours, or for more urgent issues, CALL (407) 425-8909 and you will receive a call back from one of our maintenance professionals.

AND PLEASE... Check your mail, email and/or tenant portal regularly for documents, billings, and correspondence.

Do-it-yourself maintenance checklist:

A/C PROBLEM

1) check the breakers, inside and outside by the a/c unit itself.

2) check the filter (it should be changed or washed every month)

APPLIANCES

1) check the breakers

2) dishwasher leaking - use powder soap (liquid soap builds up in the system causing leaks).

3) garbage disposal - press the reset button on the disposal under the sink, if it makes a humming noise then carefully check for something caught inside.

ELECTRICAL OUTLET OR LIGHT FIXTURE PROBLEMS

1) check the breakers

2) try changing the light bulb - make sure they are 60 watt

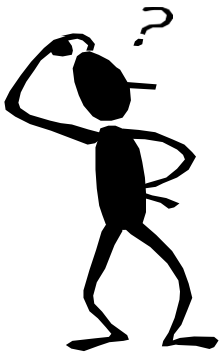
3) reset the GFI switch, usually in a bath or garage outlet

4) check your smoke detectors regularly and replace the batteries

PLUMBING

1) for sewer or drainage problems throughout the entire unit call us immediately. If it's one stopped up toilet or kitchen sink, you may want to take care of this kind of problem yourself, since you may be responsible for the bill. This could possibly be resolved by using your plunger or Drano.

2) leaks - look & feel around the area to determine the source. If available, turn off the valve then call us as soon as possible.



Following are some of the most frequently asked questions:

What if I get locked out?

If you are locked out of your unit, unfortunately, you will have to call a locksmith. We have no provisions to let you in to your unit



RENT PAYMENTS:

Rent is due on the 1st of the month. There is a \$10.00 late fee per day due after the 5th of the month until rent and late fees are paid in full. Checks returned for insufficient funds are subject to 5% or 35.00 service charge whichever is greater.

YOU CAN MAKE A RENT PAYMENT BY:

Mailing it to:

**SunCastles Mgmt, Inc.
14 E. Washington St., #600F
Orlando, FL 32801-2425
OR**

You can drop it in our office dropbox Mon-Fri between the hours of 7:00 am - 5:00 pm. Checks or money orders are preferred. After hours? Call us for the door code.

OR

Open your Tenant Portal through AppFolio and pay your rent online. Ask us how.

INTERESTED IN BUYING A HOUSE???

If you are planning to buy a house in the future, please keep in mind that SunCastles is a full service real estate brokerage firm with experienced salespeople always happy to help you find and purchase a home. We are members of the Orlando Area Board of Realtors and MLS and have a wealth of information at our fingertips... just let us know!

PROTECT YOUR CREDIT RATING!

SunCastles Management, Inc. participates in credit ratings with Experian Credit Bureau. Items such as late payments, bad checks & breaking of a lease are reported to this and other agencies.

Revised 9/2014