

HOW TO CONTACT YOUR PROPERTY MANAGER AND MAINOFFICE

(READ CAREFULLY AS THERE ARE NO EXCEPTIONS TO THIS POLICY)

Dear Mobile Home Rentals Residents,

MHR has been continuing to grow, doubling our unit count over the year! With the addition of new properties we realized the need to improve upon our communication with our residents. To do this we developed a new telephone prompt system that will give our residents direct contact to the department or person they need to speak with. Please read through the instructions below regarding how you will be contacting the property going forward.

***Your mobilehome.rentals** account will always be the quickest way to reach us for general maintenance requests and issues. This is also the suggested way to pay you rent.*

***Texting Portal:** has not changed. We use this portal for immediate communication regarding emergencies or your issues with your account but it should not be used for Maintenance requests. (704) 946-6492*

- 1. Only One number to call for ALL of your needs:** All calls for maintenance, leasing, payments, collections, customer service and emergency maintenance will now go through our **{855} 558-5559** main office line number. Please listen to the prompts and select the department you need to speak with.
 - You will no longer be able to call any other number for service at any time. Please delete any property contact numbers from your phone as they will not be answered going forward.
- 2. Interactive Voice Mail:** If you are unable to speak with someone **please leave a voice mail**. All voice mails will be translated directly into emails and sent to the correct inbox. This will allow our team to address all unanswered calls as well as document the history of any request or call. Most calls will be addressed within 24 hours but please allow 48 business hours for us to reply before reaching out again.
- 3. Increased response time and accountability:** With this new system in place all of the maintenance requests and resident issues will immediately be translated into emails and sent to our entire team. This will vastly improve our response time and help us ensure that our park managers are meeting your needs.

What YOU need to do:

- Use the main corporate number at **{855} 558-5559** at all times.
- Leave accurate voice mails** using the community name, resident name, resident address and contact number with a brief description of why you are calling.
- NEVER** verbally enter a maintenance request with our on-site team. We cannot track these requests and document their completion. **Our onsite teams will not accept these requests** and will instruct you to either call or enter it into the portal using your *mobilehome.rentals* account.

We look forward to hearing from you soon!