



TENANT INFORMATION SHEET

www.rpm-fl.com

(352) 414-5292

- You can utilize our website above to:
 - PAY YOUR RENT
 - REPORT MAINTENANCE ITEMS
 - Maintenance cannot be done without a ticket (If you are unable to initiate the ticket yourself, please call our office)
 - Contact our staff

- If you have an emergency:
 - CALL 911 if it is a police, medical or fire emergency.
 - If you have a maintenance emergency that is after business hours, call (352) 414-5292 and choose option 1.

- Your Buildium portal:
 - You will receive an invite to the email address you provide us to collaborate with us using our property management program, Buildium.
 - You can access the functions mentioned above from your portal, or via our website once you are set up.
 - You are responsible for activating your utilities right away.
 - Your utility providers depend on the location of the property you are renting. Your Resolute Property Manager can provide you the names of your utility providers. Below is contact information for most utility providers in the area.
 - City of Ocala (Electric) - (352) 629-2489
 - Marion County Utilities (Water) - (352) 307-6000
 - Duke Energy – 800-700-8744

- SECO (800) 732-6141
- Marion Utilities Water (352) 622-1171

Please sign on the space provided below acknowledging that you understand our policies. Don't worry... you will get a copy of all of this!

Tenant Signature and Date

Print Name



EMERGENCY MAINTENANCE

Dear Residents,

I would like to take this opportunity to introduce you to our on-call maintenance procedures. Some are familiar with putting a ticket in through our Tenant portal site with Buildium. This is still something you must do. However, if it is a maintenance emergency, as defined below, you will need to call our emergency number at 352.414.5292. Then choose option 1 to ring the maintenance on call phone. **Please note if it is a police, fire, or medical emergency call 911!**

Please remember this is a system we use for emergencies. Emergencies include:

1. A non-functioning toilet **only if it is a one-bathroom unit.**
2. No heat if the temperature outside is below 32 degrees.
3. No a/c if the temperature outside is above 80 degrees.
4. Consistent flooding of home or areas of home that cannot be stopped.
5. No water.
6. No hot water.
7. Sparking anywhere in the electrical circuits (breaker boxes, electrical outlets, etc.)
8. Roof leaks/kitchen or bathroom leaks any leak within a wall of the home.

If your reason is not listed here, please put a ticket in and we will either notify you by email or phone that we have requested maintenance for you on the next business day.

Thank you so much for your cooperation and continued residency.

Sincerely,

Rachel Noles
Property Manager
352.414.5292