

Who is 518 Management Group?

We are a full-service residential property management company located here in the Capital District. Property owners in the area contract with us to perform some or all of the following management services: rent collection, tenant communication, third-party facilitation, leasing of vacant units, and intake/facilitation of maintenance requests.

Please keep in mind that we are not the owner of the building. As such, we are contractually obligated to obtain prior written approval from the landlord (property owner) for non-urgent work orders estimated to cost above a predetermined threshold.

What decisions can 518 Management Group make and what decisions are made by my landlord?

We are authorized by the landlord (property owner) to act as agent, on their behalf. Our contracts with each landlord (property owner) have specific requirements that need to be met in certain circumstances.

Some examples of the things we can usually do without the involvement of the owner:

- Enter into rental agreements (leases)
- Collect monthly rent and any additional fees
- Change door locks/codes, as needed
- Market and show vacant units to prospective tenants
- Perform emergency/after-hours maintenance, as needed
- Act as the first point of contact for all tenant communication, and
- Collect work order requests and facilitate completion of approved jobs

Some examples of items that may require approval from the owner:

- Tenant property improvements
- Negotiations of monthly rental amount/renewals
- Approval of prospective tenants prior to renting the unit
- Maintenance requests estimated to cost above the threshold agreed upon within the owner's contract
- Make decisions around delinquency and evictions
- Tenant rent reductions (negotiate payment plans) and credits/waiving late fees

Our goal is to always provide tenants with a positive experience but unfortunately there are some things that are out of our control. We will always communicate with your landlord (property owner) to facilitate any and all approvals in a timely manner.

How do I get in touch with you?

We have several ways that you can get in touch with our team:

- 1. Main Office Phone Number: (518) 838-3025**
 - a. Best for general inquiries during office hours (9am-5pm M-F)
 - b. Prompts by department (maintenance, leasing, admin, etc.)
 - c. Emergency/after-hours maintenance line, prompt 1
- 2. AppFolio Texting Line: (470) 777-9395**
 - a. Fastest way to get in touch with the team
 - b. General texting ONLY phone number that gets sent to the entire team

3. Email us at: info@518managementgroup.com

- a. Best to send documents, and for non-urgent communication
- b. Useful for correspondence that needs to be copied to many contacts

When is my rent due?

Regardless of your move-in date, your rent is due on the 1st day of each month. There is a grace period of 5 calendar days where you can submit your rent without the late fee of \$50 (or 5% of the monthly rent charges).

How do I know what my balance is?

Your AppFolio Tenant Portal will show you your current balance, request/track maintenance, make a payment, view receipts from previous payments received, etc. If you do not have access to your portal and you need to clarify your monthly rental charges, please **call our office at (518) 838-3025**, or send us a text on the **AppFolio Texting Line: (470) 777-9395**.

How do I pay my rent?

You can pay your rent any of the following ways:

- Pay rent directly through your AppFolio Tenant Portal (ACH transfer, or Credit/Debit)
- Mail a check/money order to: **518 Management Group LLC, 430 Franklin St. Schenectady, NY 12305**
- AppFolio Payslip: Print and scan your Payslip at any CVS, Walmart, 7/11 or Ace Hardware and pay cash at the register. The funds will be deposited into your landlord's account, and you will receive a receipt at the register.

How do I request an AppFolio Payslip?

If you would like to pay your rent using our AppFolio Pay slip function, please send an email to info@518managementgroup.com and one will be either emailed to you.

What do I do if I have an emergency maintenance concern?

If you encounter a true emergency and are in immediate danger (fire, medical emergency, etc.), please call 911 before contacting your property manager. However, if our office is closed and you need immediate assistance (e.g. pipe broke, flooding, etc.) please contact our after-hours maintenance line by **calling our office line (518) 838-3025 and selecting option 1**.

How can I submit a request for maintenance?

Maintenance should be requested directly through your AppFolio Tenant Portal. If you are having trouble using the system, a team member can submit the maintenance request for you. **Simply send your request and any photos to our AppFolio texting line (470) 777-9395**. Please note that no one on our maintenance team is authorized to perform work that doesn't have a ticket in AppFolio.

What about trash pickup?

If your landlord has included trash pickup in the lease, you will be notified prior to move-in of the date that the trash is to be put out for pickup, and brought back in. Any violations received by the landlord and any fines assessed will be evenly split and added to each tenant's ledger.

What about lawncare/snow removal?

If your landlord has included lawncare/snow removal in their management package, this will be performed at a frequency/extent consistent with the contract terms. If your lease mentions that the tenant is responsible for lawncare/snow removal and the landlord receives any violations from the municipality any fine assessed will be added to the tenant's ledger.

How soon after I move out will my security deposit(s) be returned?

Your security deposit is held by the owner of the building. When you move-out, the property will be inspected for damage beyond normal wear/tear and any items left behind (furniture, trash, etc.). Once that inspection is completed, a list of the items to be repaired and the estimated cost (if applicable) is sent to the owner. Once the owner has provided approval, a security deposit refund is initiated, along with an explanation of any funds taken from the deposit to address damage.