

**12/20/24 10AM AMENDED
BUDGET MEETING IS
SCHEDULED.**

At this meeting the dues may go down. If they do and you have paid this higher amount you will have a credit towards Quarter 2 (April 1st).

There will be no refund checks issues.

GRAND BAY

2025 APPROVED BUDGET

DATE: 12/3/24

FISCAL YEAR

01/01/25-12/31/25

<u>EXPENSES</u>	
GENERAL ADMINISTRATIVE	
Annual Filing Fee	62.00
License & Fees	1,125.00
Fees Payable to the Division	240.00
Office Supplies	2,300.00
Legal	4,000.00
Accounting & Tax Preparation	8,500.00
Management Fee	45,000.00
Miscellaneous Expenses	400.00
SUBTOTAL	\$ 61,627.00
INSURANCE	
Property/Wind	45,250.00
Flood	19,500.00
Umbrella	4,500.00
General Liability & D&O	14,000.00
Commercial Property	61,000.00
Workers Comp	650.00
SUBTOTAL	\$ 144,900.00
BUILDING MAINTENANCE	
Building Maintenance	10,000.00
Building Maintenance - In House Labor	20,400.00
Building Maintenance Supplies	6,000.00
Janitorial	16,800.00
Elevators	5,500.00
Emergency Systems	6,000.00
SUBTOTAL	\$ 64,700.00
UTILITIES	
Cable Television	56,450.00
Electric	15,300.00
Telephone	2,200.00
Trash & Recycling	5,000.00
Water & Sewer	67,500.00
SUBTOTAL	\$ 146,450.00
GROUND MAINTENANCE	
Lawn Maintenance Contract	16,500.00
Grounds Maintenance & Supplies	9,000.00
Plants, Mulch & Irrigation	8,000.00
Pest Control - Exterior	4,500.00
SUBTOTAL	\$ 38,000.00
POOL & SPA MAINTENANCE	
Pool Service Contract	8,000.00
Pool Repairs	1,500.00
Pool Supplies	400.00
SUBTOTAL	\$ 9,900.00
OTHER EXPENSES	
Contingency	18,843.20
Dock Maintenance	500.00
SUBTOTAL	\$ 19,343.20
RESERVE CONTRIBUTION	
Reserve Regular Contribution Engineer (no roof loan)	132,000.00
Reserve Roof Loan	106,080.00
Reserve SIRS Contribution Engineer	144,000.00
SUBTOTAL	\$ 382,080.00
TOTAL EXPENSES	\$ 867,000.20
<u>INCOME</u>	
Maintenance Assessments	481,920.20
Boat Slip Fees	3,000.00
Reserve Regular Assessments Engineer (no roof loan)	132,000.00
Reserve Roof Loan	106,080.00
Reserve SIRS Contribution Engineer	144,000.00
TOTAL INCOME	\$ 867,000.20
NUMBER OF UNITS	60
FEE PER UNIT	
ANNUAL	\$ 14,400.00
QUARTERLY	\$ 3,600.00

GRAND BAY CONDOMINIUM ASSOCIATION, INC.
ROOF LOAN
RESERVE SCHEDULE
CASH FLOW METHOD
January 1, 2025 through December 31, 2025

YEAR	ROOF LOAN PAYMENT
	\$754,156
	8
	6
2024	106,080
2025	106,080
2026	106,080
2027	106,080
2028	106,080
2029	106,080
2030	88,400

5/12/20

Table 3
Cash Flow Funding Table

Interest Rate	Inflation Rate
5.00%	3.40%

Number of units:	60
Current annual reserve contribution:	\$46,199
Estimated beginning balance:	\$158,808
Difference between current and calculated annual contributions:	-\$97,801

Year	Beginning Reserve Fund	*Per Unit Reserve Contrib.	Total Reserve Contrib.	Expenses	Interest	Ending Balance of Reserve Fund
2025	\$158,808	\$2,400	\$144,000	\$257,600	\$2,260	\$47,469
2026	\$47,469	\$2,472	\$148,320	\$0	\$9,789	\$205,578
2027	\$205,578	\$2,546	\$152,770	\$224,523	\$6,691	\$140,516
2028	\$140,516	\$2,623	\$157,353	\$0	\$14,893	\$312,762
2029	\$312,762	\$2,701	\$162,073	\$0	\$23,742	\$498,577
2030	\$498,577	\$2,782	\$166,935	\$636,604	\$1,445	\$30,355
2031	\$30,355	\$2,866	\$171,944	\$0	\$10,115	\$212,413
2032	\$212,413	\$2,952	\$177,102	\$0	\$19,476	\$408,991
2033	\$408,991	\$3,040	\$182,415	\$392	\$29,551	\$620,564
2034	\$620,564	\$3,131	\$187,887	\$283,729	\$26,236	\$550,959
2035	\$550,959	\$3,225	\$193,524	\$0	\$37,224	\$781,707
2036	\$781,707	\$3,322	\$199,330	\$0	\$49,052	\$1,030,088
2037	\$1,030,088	\$3,422	\$205,310	\$430,169	\$40,261	\$845,490
2038	\$845,490	\$3,524	\$211,469	\$0	\$52,848	\$1,109,807
2039	\$1,109,807	\$3,630	\$217,813	\$0	\$66,381	\$1,394,001
2040	\$1,394,001	\$3,739	\$224,347	\$247,685	\$68,533	\$1,439,197
2041	\$1,439,197	\$3,851	\$231,078	\$358,549	\$65,586	\$1,377,312
2042	\$1,377,312	\$3,967	\$238,010	\$1,015,119	\$30,010	\$630,213
2043	\$630,213	\$4,086	\$245,150	\$548	\$43,741	\$918,557
2044	\$918,557	\$4,208	\$252,505	\$0	\$58,553	\$1,229,615
2045	\$1,229,615	\$4,335	\$260,080	\$237,325	\$62,618	\$1,314,988
2046	\$1,314,988	\$4,465	\$267,882	\$0	\$79,144	\$1,662,014
2047	\$1,662,014	\$4,599	\$275,919	\$0	\$96,897	\$2,034,829
2048	\$2,034,829	\$4,737	\$284,196	\$453,098	\$93,296	\$1,959,225
2049	\$1,959,225	\$4,879	\$292,722	\$0	\$112,597	\$2,364,545
2050	\$2,364,545	\$5,025	\$301,504	\$230,682	\$121,768	\$2,557,135
				\$4,376,021		

*Includes a 3.0% increase per year

TABLE 1 - SIRS Estimated Replacement Data

Reserve Component	Quantities		Costs			Life Analysis (yrs.)			Task		
	Total	Units	Estimated Replacement Cost (ERC)	Total ERC	Future ERC for 25 Year Period at 3.4% ¹	% of Total Future ERC	Estimated Useful Life (EUL)	Estimated Remaining Useful Life (ERUL)	Repair	Replace	Partial
Roofing System											
Flat Roof (Modified Bitumen)	23,000	SF	\$25	\$575,000	\$1,015,119	23.2%	20	17			X
Metal Panel Roof	5,000	SF	\$20	\$100,000	\$330,682	7.6%	25	0			X
Structure (Load-bearing Walls and Other Primary Structural Members and Systems)											
Deferred Maintenance	1	LS	\$150,000	\$150,000	\$247,685	5.7%	50	15	X		
Fireproofing and Fire Protection Systems											
Fire Alarm System	1	LS	\$34,900	\$34,900	\$103,014	2.4%	20	0			X
Fire Pump, Controller & Jockey	1	LS	\$66,700	\$66,700	\$196,878	4.5%	20	0			X
Standpipe System (Deferred Maintenance)	1	LS	\$20,000	\$20,000	\$59,034	1.3%	20	0	X		
Plumbing											
Potable and Sanitary Piping (Deferred Maintenance)	60	UNIT	\$5,300	\$318,000	\$375,863	8.6%	40	5	X		
Water Heater (POU)	1	EA	\$300	\$300	\$940	0.0%	10	8			X
Electrical Systems											
House Distribution	1	LS	\$33,300	\$33,300	\$39,359	0.9%	40	5			X
Tenant Distribution	1	LS	\$22,900	\$22,900	\$27,067	0.6%	40	5			X
Tenant Meter Arrays	6	EA	\$22,900	\$137,400	\$162,401	3.7%	40	5			X
Waterproofing and Exterior Painting											
Walkway, Waterproofing	16,000	SF	\$18,00	\$288,000	\$430,169	9.8%	10-15	12			X
Exterior Painting	56,000	SF	\$3,75	\$210,000	\$1,319,898	30.2%	5-7	2			X
Windows & Exterior Doors											
Common Area Storefront Windows & Doors	150	SF	\$180	\$27,000	\$31,913	0.7%	30-40	5			X
Common Area Doors	24	EA	\$1,500	\$36,000	\$36,000	0.8%	30	0			X
			Totals	\$2,019,500	\$4,376,021	100%					

¹Components with an estimated remaining useful life exceeding 25 years will not be reserved for funding.

Table 7
Cash Flow Funding Table

Interest Rate	Inflation Rate
5.00%	3.40%

REWORK

Number of units:	60
Current annual reserve contribution:	\$17,801
Estimated beginning balance:	\$61,192
Difference between current and calculated annual contributions:	-\$114,199

Year	Beginning Reserve Fund	*Per Unit Reserve Contrib.	Total Reserve Contrib.	Expenses	Interest	Ending Balance of Reserve Fund
2025	\$61,192	\$2,200	\$132,000	\$192,875	\$16	\$333
2026	\$333	\$1,300	\$78,000	\$0	\$3,917	\$82,249
2027	\$82,249	\$1,339	\$80,340	\$0	\$8,129	\$170,719
2028	\$170,719	\$1,379	\$82,750	\$221,101	\$1,618	\$33,986
2029	\$33,986	\$1,421	\$85,233	\$27,006	\$4,611	\$96,823
2030	\$96,823	\$1,463	\$87,790	\$11,347	\$8,663	\$181,930
2031	\$181,930	\$1,507	\$90,423	\$0	\$13,618	\$285,971
2032	\$285,971	\$1,552	\$93,136	\$19,966	\$17,957	\$377,097
2033	\$377,097	\$1,599	\$95,930	\$0	\$23,651	\$496,679
2034	\$496,679	\$1,647	\$98,808	\$54,044	\$27,072	\$568,515
2035	\$568,515	\$1,696	\$101,772	\$233,304	\$21,849	\$458,833
2036	\$458,833	\$1,747	\$104,825	\$0	\$28,183	\$591,842
2037	\$591,842	\$1,800	\$107,970	\$0	\$34,991	\$734,802
2038	\$734,802	\$1,853	\$111,209	\$0	\$42,301	\$888,312
2039	\$888,312	\$1,909	\$114,546	\$0	\$50,143	\$1,053,001
2040	\$1,053,001	\$1,966	\$117,982	\$32,364	\$56,931	\$1,195,550
2041	\$1,195,550	\$2,025	\$121,521	\$170,737	\$57,317	\$1,203,650
2042	\$1,203,650	\$2,086	\$125,167	\$27,894	\$65,046	\$1,365,970
2043	\$1,365,970	\$2,149	\$128,922	\$0	\$74,745	\$1,569,637
2044	\$1,569,637	\$2,213	\$132,790	\$54,030	\$82,420	\$1,730,816
2045	\$1,730,816	\$2,280	\$136,773	\$62,454	\$90,257	\$1,895,392
2046	\$1,895,392	\$2,348	\$140,877	\$0	\$101,813	\$2,138,082
2047	\$2,138,082	\$2,418	\$145,103	\$0	\$114,159	\$2,397,345
2048	\$2,397,345	\$2,491	\$149,456	\$431,521	\$105,764	\$2,221,043
2049	\$2,221,043	\$2,566	\$153,940	\$0	\$118,749	\$2,493,732
2050	\$2,493,732	\$2,643	\$158,558	\$393,255	\$112,952	\$2,371,987
2051	\$2,371,987	\$2,722	\$163,315	\$0	\$126,765	\$2,662,067
2052	\$2,662,067	\$2,804	\$168,214	\$38,968	\$139,566	\$2,930,878
2053	\$2,930,878	\$2,888	\$173,261	\$0	\$155,207	\$3,259,346
2054	\$3,259,346	\$2,974	\$178,458	\$105,476	\$166,616	\$3,498,944
2055	\$3,498,944	\$3,064	\$183,812	\$455,337	\$161,371	\$3,388,790
2056	\$3,388,790	\$3,155	\$189,326	\$0	\$178,906	\$3,757,023
2057	\$3,757,023	\$3,250	\$195,006	\$91,098	\$193,047	\$4,053,978
2058	\$4,053,978	\$3,348	\$200,856	\$0	\$212,742	\$4,467,576
2059	\$4,467,576	\$3,448	\$206,882	\$73,633	\$230,041	\$4,830,867
2060	\$4,830,867	\$3,551	\$213,089	\$63,165	\$249,040	\$5,229,830
2061	\$5,229,830	\$3,658	\$219,481	\$333,226	\$255,804	\$5,371,889
2062	\$5,371,889	\$3,768	\$226,066	\$54,440	\$277,176	\$5,820,691
2063	\$5,820,691	\$3,881	\$232,848	\$0	\$302,677	\$6,356,216
2064	\$6,356,216	\$3,997	\$239,833	\$18,419	\$328,881	\$6,906,511
2065	\$6,906,511	\$4,117	\$247,028	\$121,891	\$351,582	\$7,383,230
				\$3,287,552		

*Includes a 3.0% Increase per year and Special Assessment in 2025

TABLE 5 - Estimated Replacement Data

Reserve Component	Quantities		Costs			Life Analysis (yrs.)			Task		
	Total	Units	Estimated Replacement Cost (ERC)	Total ERC	Future ERC for 40 Year Period at 3.4%	% of Total Future ERC	Estimated Useful Life (EUL)	Estimated Remaining Useful Life (ERUL)	Repair	Replace	Partial
Railings											
Walkways	2,700	LF	\$55	\$148,500	\$491,063	14.9%	25	0		X	
HVAC											
Clubhouse (3 Ton)	3.0	TN	\$2,500	\$7,500	\$81,633	2.5%	10	0		X	
Elevator Portable Units	2.0	EA	\$500	\$1,000	\$10,884	0.3%	10	0		X	
Elevators											
Passenger Elevators											
Elevator Modernization	2	EA	\$75,000.00	\$150,000	\$489,467	14.9%	20	3		X	
Cab Finishes	2	EA	\$25,000.00	\$50,000	\$163,156	5.0%	20	3		X	
Swimming Pool & Spa											
Swimming Pool											
Pool Shell	1,400	SF	\$15.00	\$21,000	\$129,094	3.9%	15	4		X	
Pool Equipment											
Circulation Pump (2.6 HP)	1	EA	\$1,800.00	\$1,800	\$16,094	0.5%	10	7		X	
Modular Media Filter	1	EA	\$2,000.00	\$2,000	\$17,882	0.5%	10	7		X	
Heat Pump	2	EA	\$6,000.00	\$12,000	\$107,292	3.3%	10	7		X	
Spa											
Spa Shell	175	SF	\$15.00	\$2,625	\$16,137	0.5%	15	4		X	
Spa Equipment											
Circulation Pump (3 HP)	1	EA	\$1,800.00	\$1,800	\$15,053	0.5%	10	5		X	
Therapy Pump (2.6 HP)	1	EA	\$1,800.00	\$1,800	\$15,053	0.5%	10	5		X	
Modular Media Filter	1	EA	\$1,500.00	\$1,500	\$16,327	0.5%	10	0		X	
Heat Pump	1	EA	\$6,000.00	\$6,000	\$50,176	1.5%	10	5		X	
Deck, Concrete Pavers	2,500	SF	\$12.50	\$31,250	\$91,098	2.8%	40	32		X	
Aluminum Fence	225	LF	\$55.00	\$12,375	\$40,922	1.2%	25	0		X	
Furniture Allowance	1	LS	\$7,000.00	\$7,000	\$76,191	2.3%	10	0		X	
Building and Site Elements											
Clubhouse Renovation Allowance	1	LS	\$20,000	\$20,000	\$79,760	2.4%	20	9		X	
Seawall (Deferred Maintenance)	1	LS	\$100,000	\$100,000	\$503,964	15.3%	20	16	X		
Docks (Deferred Maintenance)	1	LS	\$150,000	\$150,000	\$618,539	18.8%	20	10	X		
Carport Structures Allowance	1	LS	\$20,000	\$20,000	\$79,760	2.4%	20	9		X	
Parking Garage Allowance	1	LS	\$10,000	\$10,000	\$48,739	1.5%	20	15		X	
Tennis Court Allowance	1	LS	\$5,000	\$5,000	\$27,857	0.8%	20	19		X	
Irrigation System	1	LS	\$5,000	\$5,000	\$33,804	1.0%	20	0		X	
Site Lighting	1	LS	\$10,000	\$10,000	\$67,608	2.1%	20	0		X	
			Totals	\$778,150	\$3,287,552	100%					

*Cost and Life provided by Association

Grand Bay
Condominium Association, Inc.
c/o Beachside Property Management
20 Marco Lake Drive Suite 9
Marco Island, FL 34145

RE: 2025 Payment Options for budgeted monthly or quarterly dues depending on association frequency.

Beachside no longer drafts directly out of bank accounts via our office using your voided check/ACH form as of 8/1/23.

APPFOLIO PAYMENTS

- We offer the convenience of paying through AppFolio, where you can set up your monthly or quarterly association dues/fees to be withdrawn from your account automatically via e check or credit/debit card.
 - Credit/debit card is subject to a fee from the credit card processing company.
 - E check (entering your checking or saving routing/account number) is free.
 - One-time fees and most special assessment payments can also be paid in the AppFolio as a one-time non recurring payment.
 - If you are interested in taking advantage of this service, please login to your AppFolio portal.

THROUGH YOUR BANKING INSTITUTION & MAIL IN YOURSELF

- If you pay your monthly or quarterly fees using online bill payment through your bank
 - Make sure that the check is payable to **GRAND BAY**
 - **UNIT NUMBER** is listed in the account/memo field.
 - Please make sure you send to the address as shown below.
 - Grand Bay
 - c/o Beachside Property Management
 - 20 Marco Lake Drive, Suite 9
 - Marco Island, FL 34145

PHYSICAL DROP OFF

- Payments may also be dropped off at your onsite office or our main office if you like.

If you have any questions, please feel free to contact our office.

Jim Bonfitto, CAM
Beachside Property Management
20 Marco Lake Drive Suite 9
Marco Island, FL 34145
239-331-2495
contact@beachsidepm.com

HOW TO CONTACT BEACHSIDE PROPERTY MANAGEMENT – This is informative in nature.
November 2024

Phone calls including emergencies 24/7 should go to the main office line 239-331-2495.

If it is after hours, the calls will be forwarded to the answering service, and they will contact the on-call staff member if it is an emergency. The answering service sends emails to the office for non-emergency matters.

Emergency matters should never be put in the AppFolio system or emailed as these are not monitored 24/7. Nonemergency matters should be responded to by a staff member within 24 to 48 business hours maximum.

Emails (This is preferred for faster more efficient response)

- **transactions@beachsidepm.com** Remodeling or construction requests (ARC/ARB), real estate matters or closings, ownership/deed changes, docks/boat slips, rules and regulation concerns, rental applications, guest applications, guest suites, mortgage loan companies, any kind of application, and utilities.
- **finance@beachsidepm.com** Any financial matter NOT in the above categories.
- **appfolio@beachsidepm.com** All AppFolio support or activation related questions or concerns.
- **contact@beachsidepm.com** Any other questions or concerns not listed above and our administrative assistant will address or get you with the proper person within our office and **Beachside Home Watch**.
- **Emails with a person's name** should only be used by board or committee members and association vendors/contractors/professionals. Please do not share or distribute these emails.

To assist us in addressing correspondence from you via email or phone please always provide the following information: **COMMUNITY NAME - ADDRESS AND UNIT - UNIT OWNER NAME**

20 Marco Lake Dr. Ste 9 Marco Island, FL 34145 Main Office Walk in Traffic

at our main office is for dropping off items and picking up items. All other topics needing in person assistance should be sent via email to an email above or scheduled via appointment. Also note we are on the 2nd floor and there is not an elevator or narrow handrail. If you are dropping or picking up and call ahead, we will arrange to come down to the car for those who cannot use the stairs. Please call before heading to the office to make sure we can accommodate you.

Onsite Offices

If your property has an onsite office with staff, OWNERS should contact the above number only for emergencies, AppFolio, finance and any concerns not being addressed via that office staff. Most real estate transactions and rentals are handled via our main office. We will always help you figure out if it is the onsite office or our main office to help you. Reach out to us at contact@beachsidepm.com or call 239-331-2495 if you do not know the phone or email address for the onsite office.

Board or committee members who have been given a work cell phone number should use that number during normal business hours for items that person is actively working on with you, if that person has told you to use instead of using the main phone number or email. Please do not share or distribute that phone number. Work cell phone numbers should never be used for emergencies as it may delay response if that person is not available due to things like being in a meeting or addressing another emergency. Emergencies and all other matters should be handled via the main phone number or email address below.

This information is for **after** you have received your activation link and activated your account. AppFolio is a SHARED login for the unit and uses the primary email (1st listed in our database) as the username for the unit and you create a password.



appfolio Property
Manager

IF YOU NEED HELP AFTER UTILIZING THE APPFOLIO HELP PORTAL & INSTRUCTIONS EMAIL appfolio@beachsidepm.com and we will assist you. All requests are worked in queue and will be responded to in 24-48 business hours.

APPFOLIO

FYI - This is the link to log in

https://beachsidepm.appfolio.com/connect/users/sign_in

This is a link for owners that may need help with their portals & downloading the Mobile App

<https://www.appfolio.com/help/owner-portal>

When in the portal they have the option to choose their frequency, this can be monthly, quarterly, or one-time payment. This allows them to pay how they see fit on their preferred schedule. This way if some residents want, they can prepay a portion a month at a time to pay off their quarterly fee and budget as needed month over month to cover it.

They will see their quarterly fee 15 days prior to the DUE date. This way they can see it and pay it in time with a small look ahead window.

CLICK on pay a specific amount. They technically can save it as monthly, but they have a toggle to choose to pay monthly, every 3 months or one time. It is all in their control to toggle as needed when setting it up.

The resident would choose a start date for the payment (10/1 or whatever they choose) select the option for "Full Balance" from the selections and then enter in a max amount they are comfortable paying if they want to have a safeguard on the funds extracted.

In the months that the charge is posted to their ledger it will draft as of the specified date. For example, if they put in 10/5 as the first posting date, it will pull their funds on 10/5 for the full balance owed.

That following month on 11/5, since their ledger will be at a 0.00 balance, nothing will be drafted because the ledger balance will be 0.00, and so on until the next charge posts. It only pulls full balance if there is a balance present.

Pay in full only drafts when a charge is posted to their ledger, and it pulls on the day reflected in their date specification.

MULTIPLE PROPERTIES UNDER ONE EMAIL LOGIN – APPFOLIO WITH OR WITHOUT BEACHSDIE.

If they use the AppFolio app then on the initial login page, they have the option to toggle between different portals for different management companies.

CREDIT CARD PAYMENTS – MAX EACH PAYMENT IS \$3000.00, if paying more than that you must do in separate payments.

Make a One-Time Payment

The screenshot shows the AppFollo user interface. On the left is a dark sidebar with navigation links: Home, Payments, Maintenance, Shared Documents, Property Info, Account Profile, and Help. The top left of the main area says 'HELLO AppFollo' and the top right has a 'Log Out' link. The main content area is titled 'Home' and displays 'Your Current Balance' as '\$1,209.50' with a note 'Next bill due on June 07, 2017'. Below this are two buttons: 'Pay Now' and 'Set Up Autopay'. At the bottom of the main content area, it says 'June (This Month)'.

- Once logged in, you will land on the **Home** tab where you can view your current balance owed and details of current and future charges broken down by month.
- Click **Pay Now** to make a one-time payment.
- Select your preferred payment method: **eCheck** (direct withdrawal from bank account) or use a **Credit or Debit Card**.
- **Pay Now** - Continue through the steps to submit a payment directly to your property management company. You will receive a confirmation email once the payment is successfully submitted, although this does not mean it has cleared your bank account yet. If you do not receive a confirmation email, you did not fully complete all necessary steps to submit the payment.

Set Up Auto Debit

- Once logged in, you will land on the **Home** tab where you can view your current balance owed and details of current and future charges broken down by month.
- Click **Set Up Autopay** to create an automatically recurring payment.
- Select your preferred payment method: **eCheck** (direct withdrawal from bank account) or use a **Credit or Debit Card**.
- **Pay Now** - Continue through the steps to submit a payment directly to your property management company. You will receive a confirmation email once the payment is successfully submitted, although this does not mean it has cleared your bank account yet. If you do not receive a confirmation email, you did not fully complete all necessary steps to submit the payment.

Edit Your Account Details

Click the **Account Profile** tab to view or update the following information:

- **Email Address** - Change the email address you use to log in to the Online Portal.
- **Phone Number** - Change the phone number your property manager has on file to contact you.
- **Address** - Update the mailing address your property manager has on file.
- **Choose Your Language** - Change the default language of your Online Portal to Spanish.
- **Contact Preferences** - Set up payment reminder emails to be sent to you 2 days before the 1st of every month.
- **Saved Payment Methods** - Delete a saved bank account or credit card.
- **Password** - Reset your Online Portal login password.

Account Profile

Contact Information

Email Address
john.smith@abc.com

Phone Number

Address
Address 1 Address 2
City State Zip Code Country

Save

Contact Preferences

Email Reminders
 Yes, email recurring charge reminders

Save

Saved Payment Methods

Saved Bank Accounts

201503 Bank of America
Personal Checking Account Number 4111

Delete

Choose Your Language

Preferred Language
English

Save

Submit a Maintenance Request

Submit maintenance requests directly to your property manager along with photos of the issue. **Please Note**, if you do not see this tab, contact your property manager as this feature may not be enabled for their account.

- From the **Home** or **Maintenance** tab, click **Request Maintenance**.

- Enter a detailed **description** of the issue, upload one or more **photos** of the item needing attention (must select multiple photos at once from computer or camera roll), give the property manager permission to enter with their key, then click **Submit Request**.

The screenshot shows a web application interface. On the left is a dark sidebar with navigation links: Home, Payments, Maintenance, Property Info, and Account Profile. The main content area is titled 'Maintenance' and contains a yellow horizontal bar, followed by the heading 'Maintenance Requests'. Below this is a teal button labeled 'Request Maintenance', which is highlighted with a red rectangular border. Underneath the button is a list item for a 'Maintenance Request' with a yellow dot icon. The text for this item reads: 'Requested by You On 09/02/2015', 'Maintenance Request #2194-1', and 'This request was received'.

Home

Payments

Maintenance

Property Info

Account Profile

Maintenance

Maintenance Requests

Request Maintenance

Maintenance Request

Requested by You On 09/02/2015

Maintenance Request #2194-1

This request was received