

Palermo Realty
2906 Copperleaf Drive
Erie, PA 16509
O: 814-835-6757



CONTACTING US

MAIN OFFICE	BROOKWOOD OFFICE	DOWNTOWN OFFICE
2906 Copperleaf Dr Erie, PA 16509	5100 Clubhouse Dr Erie, PA 16509	407 West 8 th St Erie, PA 16502
FAX : (814) 833-8095	FAX : (814) 825-2814	FAX : (814) 459-1090

MAKING PAYMENTS

- All payments must be paid online through your tenant portal. You may set up auto-payment through your portal, as well.
- For payments not made through the online tenant portal, there is a processing fee of 4% of your payment amount.
- Rent payments can be mailed to our Main Office. They must be received on or before the 1st of every month.
- Payment can be taken to any of our 3 offices. There are drop boxes located at the Brookwood Office and at 403 West 8th St. in the laundromat for after-hours payments.
- Payments can be made in person or over the phone with Visa, MC or Discover cards.

MAINTENANCE

- All non-emergency work orders can be submitted through your tenant portal at any time. If you have not received the link, your Property Manager can send it to you.
- All emergency work orders during regular business hours (Mon-Fri from 8-4:30) can be submitted by calling our Main Office at (814) 835-6757, extension 100.
- All emergency work orders after-hours will need to be called in to our Answering Service at **(866) 699-8703.**

Examples of an after-hours emergency:

- No heat in the winter
- No water or broken pipes
- Tenant is locked out
- Anything causing damage to our property and needs immediate attention
- Tenants are responsible for: Light Bulbs, Furnace Filters, Batteries
- If you need the Police, Ambulance or Fire Department, call 911