

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



# CONTACTING US

MAIN OFFICE	BROOKWOOD OFFICE
2906 Copperleaf Dr Erie, PA 16509 OFFICE: (814) 835-6757    FAX : (814) 833-8095	5100 Clubhouse Dr Erie, PA 16509 OFFICE: (814) 323-2163    FAX : (814) 825-2814

## MAKING PAYMENTS

- Rent payments can be mailed to our Main Office. They must be received on or before the 1<sup>st</sup> of every month.
- Auto-Payment can be set up online through your tenant portal.
- Payments can be made at either of our offices. There are drop boxes located at the Brookwood Office and inside the mailroom at Copperleaf for after-hours payments.
- Payments can be made in person or over the phone with Visa, MC or Discover cards.
- We charge a processing fee for all payments not submitted through your tenant portal. This fee will be 4% of your payment amount.

## 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 that needs immediate attention.

- Tenants are responsible for all: Light Bulbs (MUST BE LED BULBS), Furnace Filters, Batteries

If you need the Police, Ambulance or Fire Department, call 911.

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Received By: \_\_\_\_\_ Date: \_\_\_\_\_