

We use an on-line, cloud-based maintenance scheduling platform called Property Meld. I'll shorten the name to "Meld" in this email.

Meld is interactive. It allows communication between property managers and vendors, tenants and landlords in a variety of scenarios.

Meld notifies you when a tenant makes a maintenance or repair request.

Meld will automatically send requests for additional information or potential solutions to tenants. This is part of our effort to reduce costs and solve problems before sending in a tradesperson.

We want all our landlords to be part of this process. You should have access to a Property Meld hub which allows you to stay engaged with your property/properties and tenant requests on such.

If for some reason you do not have access to Property Meld, please email Liane Alaimo- ClientCare@MLSullivan.com and ask her to create an account for you or reissue an invitation.

When you email Liane please include the **rental address in the subject line.**

Second, if you have a homeowner's association and if you need to pass homeowner association information on to our tenants or any other type of information for a tenant, please email that to Korie Oakley- Service@MLSullivan.com. **Please include the address of the property in the subject line.**

Monday through Friday between 5pm and 11 pm you may send pass along information to Shawn Elem- Info@MLSullivan.com and request that he pass the information onto our tenants. **Please include the address of the property in the subject line.**

Finally, here is the team's contact information:

Name	Office	Ext	Mobile	Email
Michael	919-263-2442	101	919-491-2475	Michael@MLSullivan.com
Angela	919-589-1975	103	919-450-8513	Angela@MLSullivan.com
Brett	919-491-2816		919-491-2816	Brett@MLSullivan.com
Jay	919-439-6277	108	919-439-6277	Jay@MLSullivan.com
Korie	919-321-3267	107		Service@MLSullivan.com
Liane	919-263-2475	102		ClientCare@MLSullivan.com
Noah	919-766-6324	104		Noah@MLSullivan.com
Shawn	(984) 213-4038			Info@MLSullivan.com
Turner	919-297-2616	105	919-297--2616	Turner@MLSullivan.com