



Tenant Important Information Cheat-sheet

Office Hours Monday – Friday, 9:00 am – 5:00 pm

Email: info@academyproperties.ws

Office Phone Direct Line: (770) 957-9550

IF NEEDED PLEASE LEAVE A MESSAGE, SOMEONE WILL CALL BACK ASAP.

Rent is Due on the first of every month, late After 5 pm on the 3rd.

Repairs: repairs@academyproperties.ws, Emergency line: (678) 333-5333

Resident Benefits Package Contact Info:

Second Nature Overall: (filters)

Visit secondnature.com/residents to learn more or reach out to or ask a question.

residentshelp@secondnature.com

Air Filters: If need high-rated filters in my home due to a medical need, can I receive a higher rated filter? My filter shipment was lost, damaged, and/or included the incorrect size/quantity, what do I do? Second Nature will be glad to help, please email their customer care center at residentshelp@secondnature.com.

Piñata (Resident Rewards): How do I set up my rewards account?

Shortly after you've signed your lease and moved into your home, you'll receive an email from Piñata, our rewards partner. Simply follow the instructions in this email to access your rewards account.

How do I use my rewards?

Log into the Piñata app or website to view your rent due date and amount. Watch your Piñata Points grow with each on-time payment and redeem them for rewards in the Marketplace tab whenever you're ready. Piñata offers a chat feature which links directly to their customer support if you have any issues.

Aura (Identity Protection):

How do I set up my account? No action is necessary – you're already covered. As a part of our resident benefits package, you are automatically enrolled in Aura when your lease is signed. You'll receive a welcome email from Aura to set up your online account if you'd like to take advantage of even more features available to you at no cost.

What happens if my identity is stolen? If your identity is stolen, log in to your account at my.aura.com/sign-in to file a claim. You'll be paired with a dedicated case manager who will walk you through the steps to getting your information secured and getting you back on your feet.

On-Demand Pest Control:

How does it work? If a covered pest issue arises, a request can be made online at pest.residentforms.com. Simple and easy! Just provide your address (including any unit #), phone number, email, and visible pest(s).

What pests can I request service for? o Please check the RBP addendum or section of your lease handbook that references those pests. If a pest falls outside of coverage, you can still submit a claim. When possible, a vetted vendor contact will be provided and discounted pricing for treatment may apply. You can read the full terms of service at pest.residentforms.com/resident-terms-of-service.

Demand letters are 150.00 per notice. Court fees are 175.00 per court filing, and 175.00 Administration fee per court filing.

The online portal access is a privilege and can be revoked at any time by the management company. To reinstate the online portal is a cost of \$150.00.

How to submit your maintenance requests **easily.**

We understand that maintenance issues happen, and we want to make sure you're quickly taken care of. For your convenience, you'll have free access to our easy-to-use digital maintenance app, **Property Meld**, to submit maintenance requests.



① Residents are **required** to use Property Meld to request maintenance to their unit.

Getting Started

Create a Property Meld account by accepting the invitation we sent to your email address on file. Click **Confirm Your Information** to register.



Scan this code with your phone to submit a maintenance request.



How to Submit a Maintenance Request

- 1 Login to your Property Meld account by visiting app.propertymeld.com or your property management company's website.
- 2 Click **Meld Requests** and choose **New Meld**.
- 3 Enter your maintenance request information and click **Create**.
- 4 Choose up to five time slots of availability for the repair to be fixed.

