



March 1st, 2021

To Our Valued Resident(s):

Please note that as of 1/1/21 all maintenance & service requests are to be submitted in writing via your tenant portal or by emailing the maintenance coordinators at: repairs@rentcle.com. It is important to check your emails and/or tenant portal regularly after submitting a maintenance request, as all communication will be in writing.

This includes, but is not limited to: dispatch information, vendor information, scheduling requests, troubleshooting or additional information or photo(s) required.

As of 4/5/21, our customer service department can be reached by contacting us during our business hours: Monday-Friday 9AM to 4PM (EST) via these 3 methods:

- 1) Chat Feature located on our website: rentcle.com (please note that maintenance can not be reached via the chat, just customer service).
- 2) Utilize your tenant portal (by logging in via rentcle.com, then click on "tenant area" and use your email & password to log in)
- 3) Email Customer Service - customerservice@rentcle.com

When submitting work order/service requests or contacting customer service; please make sure you provide thorough details including your name, best contact number, property address, and your question, service request, or issue.

Thank you.
Re/Max Haven PMD

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