



424 Church St. Suite 2000  
Nashville, TN 37219

## HOW TO GUIDE



**1. How do I pay my rent and when is it due?** You will receive an invite via email to sign up with “**Appfolio**”. The process only takes a few moments for users to create but please allow for a few days ***before your rent is due*** so your bank can link to the software system. This software contains Bank-level encryption (AES-256) to protect your information. Please use the invite sent to your email to create your portal. Your payment can be set for auto-pay each month. There is no charge on our end if you make a payment from an approved bank’s checking account. For more info regarding your portal please visit - <https://www.appfolio.com/help/online-portal>. Make sure to bookmark your portal login page at - <https://southernsky.appfolio.com/connect/>. Rent is due on the 1st of each month with no exceptions. If rent is not received by the 5th it is deemed late. It is the responsibility of the Tenant to confirm proper timely delivery of payment.



**2. I have a maintenance issue. How do I notify management to get it fixed?** You will receive an invite to sign up for “**Property Meld**” after moving in. Property Meld creates a direct communication line from the tenant to our maintenance crew. Both parties will be prompted to schedule available dates and times creating a quicker and more productive maintenance scheduling system. This is the fastest means of getting your issue fixed! Please use the invite sent to your email to sign up. For more information on this 3rd party software go to - <https://southernskyrealtynashville.com/property-management-tenants>. If you already have an account go to - <https://app.propertymeld.com/tenant/southern-sky-realty-llc>

**3. What if there is a maintenance emergency?** If this is a life threatening emergency call 911. Here are the events that are considered a 24 hr immediate contact emergency;

- a. Flooding of any kind (We want to know about this ASAP)
- b. A/C or Heat Failure (Temperatures outside of 60/80)
- c. Electrical Issues

If this is an emergency during normal business hours (8am-5pm) call our office at 615-592-5216. You may need to leave a message and one of our agents will get back to you shortly.

If this is **NOT** during normal business hours and it is an emergency event, please call 615-592-5216 and **leave a message**. One of our on call agents will contact you shortly. If you do not leave a message your call will not be returned.

*\*\*If this is not deemed to be an emergency the tenant will be charged a fee of \$100. If it is not an emergency, use the general maintenance scheduling portal through the aforementioned Property Meld to schedule an appointment.*

**4. What if I have a leasing question?** Please take a moment to read the lease agreement and its amendments prior to sending inquiry. If you still have a question please email us at [jeff@southskyrealty.com](mailto:jeff@southskyrealty.com) and one of our agents will get back to you during normal business hours.

**5. What if I want to break my lease?** A lease default is covered under the main lease agreement and the supplemental special stipulations sections. A lease default may result in multiple fees including but not limited to missed days of rent, lease default payment, ongoing utilities, a delay in security deposit return and other fees/charges. A lease is a serious legal document and leases should be honored by all parties. If you need to discuss your lease terms we recommend a review of your lease prior to contacting us. If you have further questions please email us and allow 1-2 business days for a response. You can email us at [jeff@southskyrealty.com](mailto:jeff@southskyrealty.com).