



LER PROPERTY MANAGEMENT

LER Property Management, LLC

Q & A

10/16/2023

Q1: Why is there a change in property management?

The property owners have decided to transfer over service to LER Property Management to improve services and better meet the needs of our tenants.

Q2: When will the transition take place?

Monday, October 23rd, 2023. You will continue to send work orders and pay rent to Success Property Management until October 23rd. You will receive a new link via text to AppFolio to set up your new account. Please ensure you set up your new AppFolio account immediately upon receiving. You will begin to submit rent and maintenance requests to LER Property Management once you receive that link.

Q3: Will my lease agreement and rental terms change with the new property manager?

No, your existing lease agreement and rental terms will remain the same. The change in property management will not affect your current lease.

Q4: How do I contact the new property management company?

See below:

LER Property Management
Office Address:
6804 Sheridan Rd
Kenosha, WI 53143
Phone #: 262-445-0219
Email: lermanagementllc@gmail.com
Website: LERPropertymanagement.com

Q5: Will I need to pay rent to a different entity now?

Effective October 23rd, 2023 all payments will go to LER Property Management, LLC. LER Property Management is also using AppFolio so the transition will be simple. Your current account will be

deactivated with Success Property Management and you will receive a text message shortly with directions on how to Activate your new login with AppFolio under LER Property Managements portal. Please ensure you set up your account and pay rent through your new login by November 1st, 2023.

If you are not paying via AppFolio, you can make your check, cashier check or money order out to the SAME business (AA,BB,CC,DD,EE,FF,GG,HH,IG,GY) you are making payments to now but send the checks to 6804 Sheridan Road Kenosha, WI 54143.

If you were using Electronic Cash Payslips I will get you the details you need. We do not accept cash.

All payments are expected to be made on time by EOB November 1st & all late fees and other fees will apply according to your lease. If applicable, all balances will also be carried over & will be expected to be cleared up by November 1st.

Q6: Do I need to provide new security deposits or other fees?

No, you will not be required to provide new security deposits or any additional fees. Your existing security deposit and any other fees will transfer to the new property manager.

Q7: Do my balances transfer over?

Yes, your balance transfers over and you are expected to clear up your entire balance by November 1st. If you had a deal set up with Success Property Management, we will work with you on the specific deal. All notes transferred to LER Property Management.

Q8: How are maintenance issues be handled?

We are using AppFolio, the same system Success Property Management was using to submit maintenance requests.

Q9: Are my current requests with Success Property Management going to be handled?

All open orders submitted with Success Property Management that have not been complete yet will be transitioned over to LER Property Management on October 23rd. LER Property Management will be reaching out to schedule a technician to come fix your issues shortly after October 23rd.

Q10: Will the move-out process be affected by the change in property management?

The move-out process should remain the same. When you decide to move out, you should follow the existing procedures outlined in your lease agreement.

Q11: What should I do if I have an ongoing issue or request with the previous property management company?

All open orders submitted with Success Property Management that have not been complete yet will be transitioned over to LER Property Management on October 23rd. LER Property Management will be reaching out to schedule a technician to come fix your issues shortly after October 23rd. What issues do you have?

Q12: Will there be any changes to the property rules and policies?

Your current lease terms and conditions will still be upheld.

Q13: How will I be informed of updates or changes from the new property management company?

We will communicate with tenants through various means, including email, written notices, and phone calls. Can you confirm this is your information?

Q14: Is there a point of contact for emergencies or after-hours issues with the new property manager?

Please call the main phone number and leave a voicemail and text message if after hours and there is an emergency. **Emergencies include:** Broken Water Lines or Frozen Pipes, Flooding, Fire, Gas Leak or Broken Gas Line, Sewer Back-up and Flood, No Heat in Winter, No Air Conditioning in Extreme Heat Conditions, Electrical Issues, Water Emergencies, Leaking Roof, Carbon Monoxide Detection, Extended Power Outage.

Emergencies do not include: Burnt Out Lightbulbs or Fixture, Appliance Malfunction, No Hot Water, Ice Maker is Broken, No Air Conditioning (if the outside temperature is below 90 degrees), No Heat (if the outside temperature is below 50 degrees), Noise Complaints, Parking Disputes, Minor Leaks, Minor repairs. **Please submit ALL emergency and non-emergency requests through Appfolio.**