



Online Repairs & Autopay

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Setting up auto pay and repair requests are as easy as 1, 2, 3:

1. Open Resident Center powered by Buildium:
 - a. app: <https://apps.apple.com/us/app/resident-center/id1466854902>
 - b. website: <https://bkhomesrentals.managebuilding.com/Resident/public/home>
2. Sign in with email and password
 - a. Use link below for password reset
 - b. <https://bkhomesrentals.managebuilding.com/Resident/portal/login/forgot-password>
- 3.

For Autopay, click on...	For Maintenance Requests, click on...
Set up autopay and complete form	Create Request
Next and then click on	Maintenance Request and complete form
Set up autopay	Submit Request

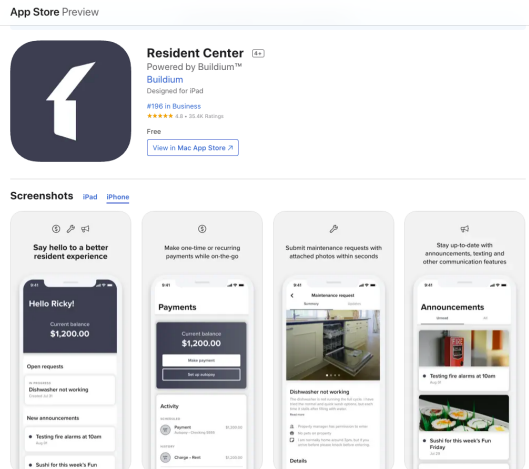


STEP 1: Online Repairs & Autopay

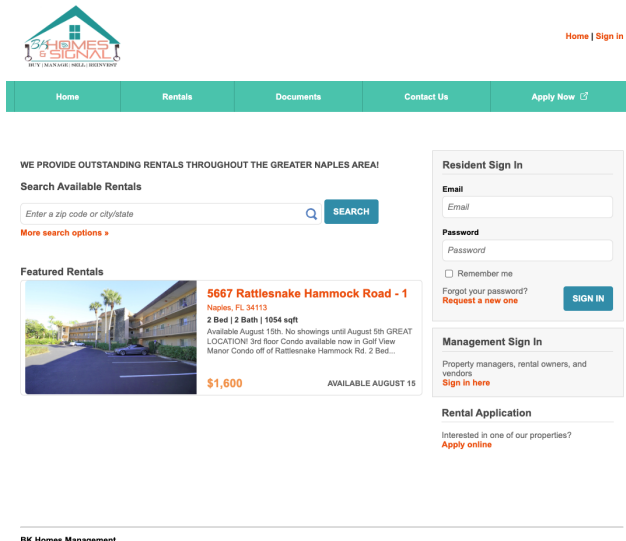
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◆ app: <https://apps.apple.com/us/app/resident-center/id1466854902>



◆ website: <https://bkhomesrentals.managebuilding.com/Resident/public/home>





STEP 2: Online Repairs & Autopay

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→ Sign in with email and password

- ◆ Use link below for password reset
- ◆ <https://bkhomesrentals.managebuilding.com/Resident/portal/login/forgot-password>

The screenshot shows a web form titled "Reset password" with the BK Homes & Signal logo at the top. Below the title, it says "Enter the email address associated with your account and we'll send you instructions to reset your password." There is an "Email" label above a text input field containing the placeholder "Type your email...". At the bottom of the form, there is a green button labeled "Send reset instructions" and a smaller "Go back" link.



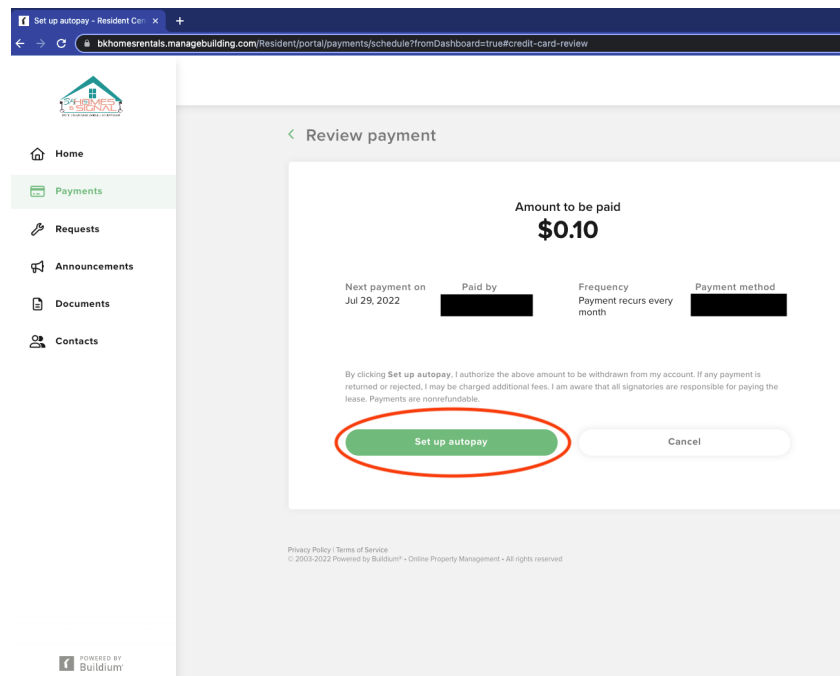
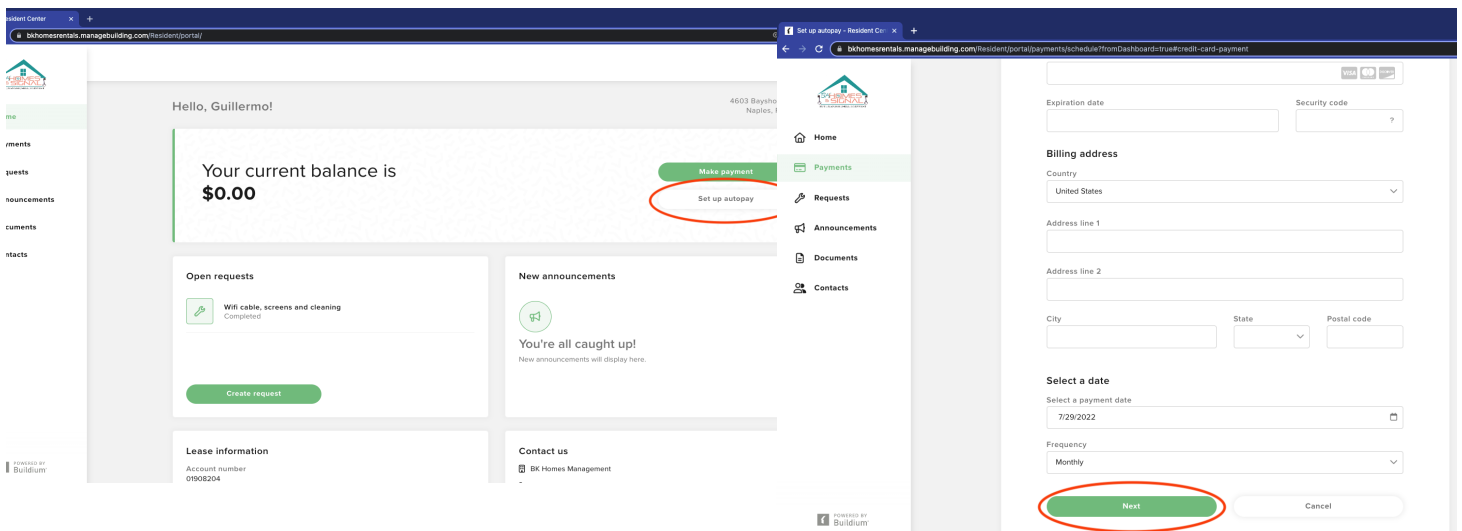


STEP 3a: Online Autopay Setup

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❖ Click on:

- Set up autopay
- Complete form then click next and
- Set up autopay

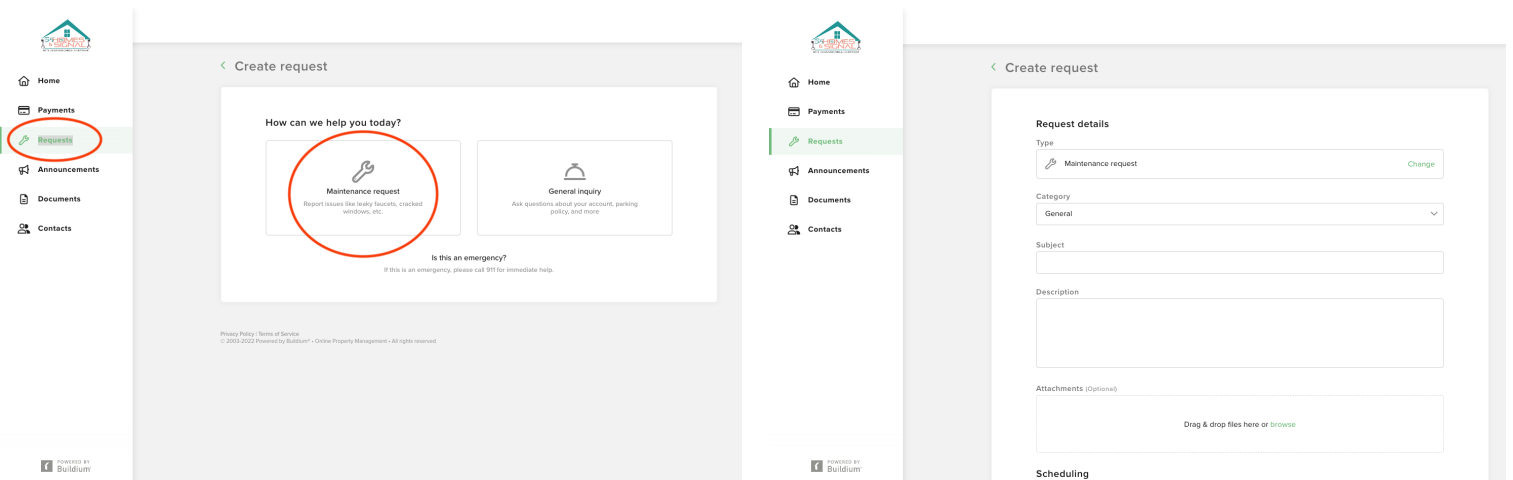


STEP 3b: Maintenance Requests

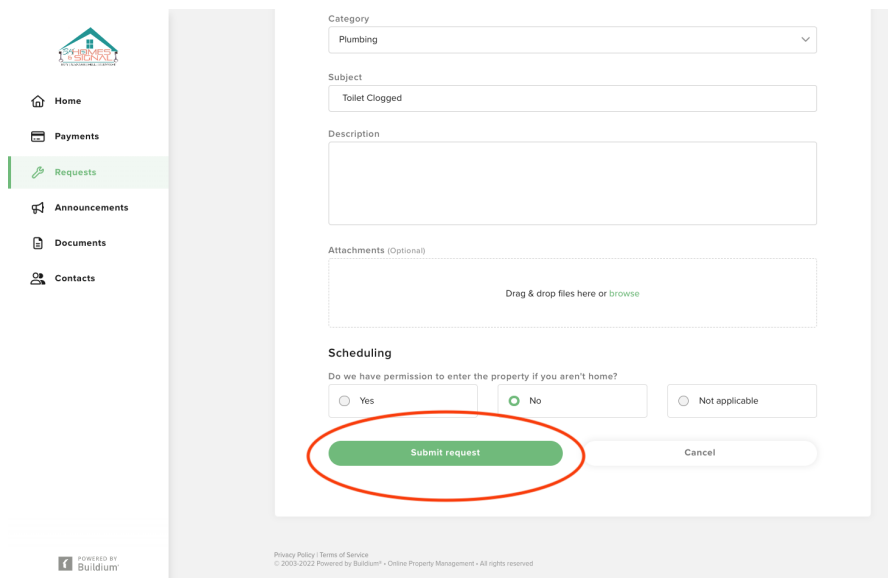
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➤ Click on:

- Create Request
- Maintenance Request and complete form
- Submit Request



The screenshot shows the 'Create request' page with a sidebar menu. The 'Requests' menu item is circled in red. The main content area has the heading 'How can we help you today?' and two options: 'Maintenance request' (circled in red) and 'General inquiry'. Below these options is a note: 'Is this an emergency? If this is an emergency, please call 911 for immediate help.'



The screenshot shows the 'Request details' section of the 'Create request' form. The 'Category' dropdown is set to 'Plumbing' and the 'Subject' is 'Toilet Clogged'. The 'Description' field is empty. The 'Attachments (Optional)' section has a 'Drag & drop files here or browse' prompt. The 'Scheduling' section asks 'Do we have permission to enter the property if you aren't home?' with radio buttons for 'Yes', 'No', and 'Not applicable'. The 'No' option is selected. The 'Submit request' button is circled in red.



Air Conditioner Care

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1. Change your filters every 60 days
 - a. every 30 days if you have an approved pet
2. Check the A/C vents
3. Use a programmable thermostat with a timer
4. Insulate and get airflow to keep air cool
5. Service your compressor or Condenser
6. Report the following repairs/maintenance immediately to BK Homes online:
 - a. A/C leaks
 - b. Cracked, frayed or sagging belt
7. Coordinate and allow property access for:
 - a. annual A/C maintenance
 - b. repair service calls



Garbage Disposal Care

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By receiving this "Garbage Disposal Care" document via email or online resident portal, I acknowledge I am responsible for any damages caused to the garbage disposal at the property I am renting managed by BK Homes Management.

DO

run the garbage disposal every few days with a steady flow of cold water during and at least 15 seconds after shutting off.

power down your garbage disposal when you need to repair or clean it.

try untangling any fibers wrapped around your garbage disposal's blade using the wrench that came with your unit.

ward off odors with ground up citrus peels, such as lemons, limes, oranges, etc.

clean with ice every 2 weeks: run it with a small amount of ice then rinse with cold water.

DO NOT

use your fingers to pull out any clogs.

run grease, fat, pasta or fibrous waste down the drain.

grind paper towels, rags, plastic or other non-edible materials.

use bleach or commercial drain cleaner to unclog.

pour hot water during grinding and especially into a clogged unit.



Property Management vs Community Management

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The biggest similarity is that both process rental applications, and run credit & background checks. Please see below for all the differences:

<u>Property Management: BK Homes</u>	<u>Community Management</u>
small picture focused on the day-to-day	big picture focused on the broader community
manage individual properties	manage entire communities, such as homeowners' associations and resorts
reports directly to property owner	reports directly to the association's board
oversee maintenance/repairs inside property (sometimes includes lawn care, private pool)	oversee maintenance/repairs of shared spaces (sometimes includes irrigation, lawn care, shared pool)
collect rent, distribute notices from the property owner, coordinate maintenance/repairs	oversee keys/fobs to shared spaces, such as gates, pools, laundry area and clubhouses
move-in/move-out inspections and vacant unit showings	manage parking decals and gate codes
respond to tenant requests online	issue violations for trash, parking, disorderly conduct, unauthorized access, etc.