

# Seacrest Southwest

Leading Your Community Into The Future

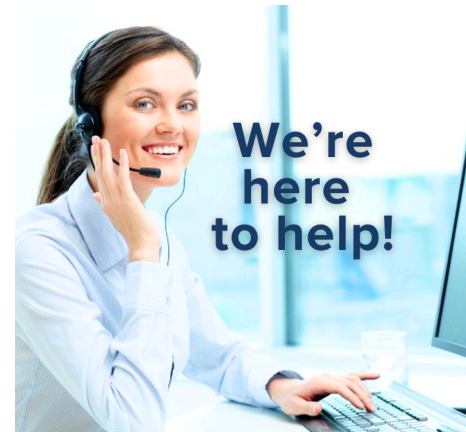


## CUSTOMER SERVICE

Introducing Our Customer Service Team to Support Your Community.

How can we help you? Our customer service department provides guidance and support to residents by assisting with simple solutions such as reporting issues to the manager via the AppFolio online portal, responding to general billing inquiries, providing wind mitigation documents, resetting AppFolio passwords, troubleshooting AppFolio access, updating homeowner information, and setting up online payments. Owners can also track their requests through their AppFolio portal.

Additionally, we help residents navigate AppFolio for maintenance requests, assist with payment dues submissions, check account ledgers, and provide general property information. If residents need details such as hours of operation, email addresses, or the phone number of their designated property manager, our team is available to assist. We also offer 24/7 support for after-hours needs.



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