



RICHKEL PROPERTY MANAGERS

Service you Deserve. People you Trust.

P.O Box 504-01001 Kalimoni
Email: info@richkelproperties.co.ke

WELCOME TO RICHKEL PROPERTY MANAGERS (R.P.M)!

We hope you enjoy your time as a resident with us. Below is some general information on RPM, maintenance requests and rent collections. For more information on RPM, please visit our website at:
www.richkelproperties.co.ke/

Please put this letter in a safe place so that you can reference it for future use.

Office Information:

- ③ Phone number:
- ③ Main Address: P. O Box 504-01001 KALIMONI, KENYA
- ③ Business hours: 8 am – 5 pm, Monday through Friday
- ③ Saturdays and public holidays: 8 am - 1 pm
- ③ Emergency, after hours phone number:

Maintenance

- ③ Requests Via Email (Preferred Method) at our website: www.richkelproperties.co.ke/
- ③ Requests Via Phone: Contact our Maintenance Coordinator at ext. 229. If you reach a voicemail, please leave your name, address, exact problem you are experiencing and, most importantly, a phone number that you can be reached at.
- ③ Should you have an emergency (burst pipe, etc) after hours (5 pm – 9 am), please contact us at (800) 698-1214.
- ③ If you have changed your locks for any reason, please forward a copy of your key to EGL immediately.
- ③ Please treat your residence with care and report any leaks immediately. Repairs to your unit deemed your responsibility (missing smoke detectors/screens, broken windows, jammed disposals, etc.) will be charged to your account.

Rent

- ③ ***Coming early 2009: Check your account status online. Each resident will have the ability to check rent payment status online and to inquire as to their rent amount.***
- ③ Any questions regarding your rent amount should be directed to our Accounts Receivable department via email at our website or by phone at ext. 225.
- ③ Please make sure your payments are made out to *EGL Properties, Inc.* and include your new address in the memo section, so we can credit your account correctly.
- ③ **We take timely payments seriously.** If rent is paid late, a late fee **MUST** be included with your payment.
- ③ If you moved into your new residence mid-month, please consult your lease or contact Accounts Receivable as to your next month's prorated amount.

Below is a list of contacts for basic utilities. Please consult your lease as to your specific utility obligations.

Water / Power / Trash

Gas Company

