

Top Level Communication Manual

IMPORTANT OWNER INFORMATION & MANAGEMENT CONTACTS

Please keep this information for reference. Following the procedures below will help ensure your request is received and directed to the correct place.

Email should be the primary method of communication for most Association matters.

Please allow up to **3 business days** for an email response. If more than 3 business days have passed and you have not received a response, you may follow up by calling my cell.

Please do not call my cell for routine questions that can be handled by email. Calls should be reserved for emergencies, urgent matters, or follow-up when an email has gone unanswered for more than 3 business days.

QUICK REFERENCE

General Association Questions

✉ condos@toplevelproperty.com

Routine Maintenance

🔧 Submit a maintenance request through AppFolio

Maintenance Emergency / After Hours

☎ 608-405-8076

Property Manager – Elesia Jones

☎ 608-658-1633

Please reserve calls for emergencies, urgent matters, or follow-up after an email has gone unanswered for more than 3 business days.

Selling / Refinancing

🏠 Association documents: AppFolio

🏠 Transaction-specific requests: CondoCerts

TOP LEVEL PROPERTY MANAGEMENT

EMERGENCY MAINTENANCE

For Maintenance emergencies and afterhours and maintenance emergencies or an immediate threat to life or property Call **608-405-8076**

MAINTENANCE REQUESTS

DO NOT EMAIL MAINTENANCE REQUESTS TO THE CONDO EMAIL.

All non-emergency maintenance issues must be submitted as a **Work Order through your AppFolio Owner Portal.**

This allows management to properly document the issue, assign the appropriate maintenance technician or vendor, track follow-up, and maintain a record of the work performed.

Routine Maintenance: Submit an AppFolio Maintenance request

After-Hours Emergency: Call 608-405-8076

Immediate Threat to Life or Property: Call 608-405-8076

NEW OWNERS – PROVIDE YOUR CONTACT INFORMATION

New owners should provide their contact information to:

condos@toplevelproperty.com

Once your email address is confirmed, you will receive an email containing login information for your **AppFolio Owner Portal.**

If you do not receive your AppFolio invitation in your inbox or spam folder within **3 business days** of returning your Owner Contact Information Form, please contact management.

YOUR APPFOLIO OWNER PORTAL

Your AppFolio portal can be used to:

- Pay HOA dues electronically
- Set up automatic payments
- Submit maintenance request • View Association and condominium documents
- Review your account information

Owners are asked to pay HOA dues electronically through the AppFolio Owner Portal.

Your payment information is maintained securely within AppFolio. Top Level Property Management does not have access to view your personal payment information.

SELLING OR REFINANCING YOUR CONDO?

Association documents available to owners can be found in your **AppFolio Owner Portal**.

If your **Realtor, lender, title company, closing company, or other party** requires additional Association information or documents for a real estate transaction, a **CondoCerts request must be submitted**. Association documents available to owners can be found in your AppFolio Owner Portal Homeowner Documents - Condo Documents' Management cannot process real estate transaction document requests outside of the CondoCerts process.

If a CondoCerts request has not been submitted, management will not respond to requests for transaction-specific documents or questionnaires.

CondoCerts information and ordering instructions are available through the Top Level Property Management website and CondoCerts resale portal.

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