**Tenant Communications Policy for Maine Capital, LLC and its affiliated companies**

*Effective Date: December 1, 2023*

**1. Purpose**

This policy outlines the preferred method of communication between Maine Capital, LLC (referred to as "the Company") and its tenants. The primary mode of communication is through the online tenant portal. The purpose of this policy to ensure timely responses to tenants, and to facilitate the task assignment system when tenant requests come in. It further serves the purpose of documenting tenant communications for our entire team to be able to track. However, provisions will be made for extraordinary circumstances where phone communication may be necessary.

**2. Online Portal Communication**

All official communications, including but not limited to notices, announcements, updates, and requests, will be conducted through the Maine Capital, LLC designated online portal. Through the portal, tenants shall be able to text, email, and enter maintenance task requests. It is the responsibility of the tenant to regularly check their portal for important information and updates. Tenants may email us at [info@maine-capital.com](mailto:info@maine-capital.com) with requests for help with the online portal if they are unable to gain access.

**3. Phone Communication in Extraordinary Circumstances**

In certain exceptional situations, Maine Capital, LLC may communicate with tenants via phone. Extraordinary circumstances may include urgent matters which should be directed to designated emergency call service, or situations where online communication is not possible. In those cases, a phone message should be left at 207-200-1158.

**4. Assisting Tenants in Getting Set Up**

For new tenants or those facing challenges in using the online portal, Maine Capital, LLC will provide assistance in getting them set up. This assistance may include step-by-step guidance, tutorials, or direct phone support as needed.

**5. Reasonable Accommodations**

Maine Capital, LLC acknowledges the importance of providing reasonable accommodations for tenants with special needs. If a tenant requires a reasonable accommodation regarding communication methods due to a disability or other legitimate reasons, the Company will make necessary arrangements. Tenants are encouraged to contact the Maine Capital, LLC to discuss and request any required accommodations.

**6. Review and Updates**

This policy will be periodically reviewed and updated as needed. The updated policy will be made available on the Maine Capital, LLC official website or through the tenant portal.

**7. Enforcement**

Non-compliance with this policy may result in the withholding of certain services or notices and further will constitute a lease violation for which the Tenant may be evicted if deemed appropriate by the Company. It is the responsibility of each tenant to adhere to the established communication guidelines.

By implementing this Tenant Communications Policy, Maine Capital, LLC aims to streamline communication processes while ensuring flexibility and accommodation for tenants in exceptional circumstances.

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