



May 11, 2021

Hello Resident(s),

We are writing to let you know we now accept CA\$H App, share our new mailing address and to let you know that we will be unavailable by phone from May 13th to May 30th (we will be out of the country). While we are away we will check email once a day but will not have the business phone with us. Jamie Green will have the phone, he will manage service requests. If you need to reach us directly before we return, feel free to send an email. Michelle hrmliving@att.net or Aubrey Jr ajrhrm@att.net

If you have a service request that can't wait until we return, submit the service request on the website and we will get it via email and route it to Jamie or the appropriate contractor. If you have an emergency, call (757) 285-2095.

CONTINUE TO MAKE ALL PAYMENTS PAYABLE TO: AUBREY HEFLIN

New Mailing Address: HRM LLC, PO BOX 14369, Norfolk, VA 23518 (also listed on the website for future reference)

WE NOW ACCEPT CA\$H APP PAYMENTS. Address is \$HRMLiving Aubrey Heflin. Paying online is our preferred method of payment. Go to the website for information on the other ways you can pay online. If you don't use any online methods of payment and plan to continue to pay by money order, mailing to the new address is our preference. Payments must be postmarked by the 5th to avoid late fee. If you aren't ready to break the habit of dropping the rent off in person yet, you can still continue to drop it off at Aubrey Sr's but that option will go away soon.

Additional Info:

- HVAC FILTERS - For those of you with Central HVAC systems. Be sure to replace your filter every 3-4 months to reduce your electric bill and get maximum cooling and heating.
- CLOGGED DRAINS - This by far the most common problem at the properties. In almost every case the clogs are due to flushing things down the toilet or sink that shouldn't be in the drain system. As we have had to point out several times, per section 5c of your lease the resident is responsible for having clogs like this cleared. We are only responsible when the clog is due to a problem with the plumbing. So please be sure everyone in your household knows not to pour grease down the sink drain and do not flush anything but toilet paper down the toilet.

Thanks!

Aubrey Heflin Jr. and Michelle Heflin

(757) 285-2095

hrmliving@att.net 

www.HRMLIVING.com 