



We have recently implemented a new state-of-the-art, web-based **Tenant On-line Service Center** for our property. This new feature will help us to provide you with faster and more improved property management services.

You will soon be able to log in at www.impactcallcenter.com/mission/ to submit your maintenance and service requests, and review the progress and history of your previous service requests. You will also be able to view memos and notices from our property management office and print forms.

Within a few days, each tenant contact will receive an email (with their password) confirming they have been set up in our system. You may add up to three (3) additional members of your staff. Simply complete the bottom portion of this letter and return it to us via email or fax to initiate this process.

We hope that you will find this new technology helpful, but you are still welcome to contact us directly by phone or email. **As a reminder, this system is not intended to be used for emergency matters.** Please call our office to report emergency issues or dial 911 to report a life threatening emergency that requires an immediate response from police, fire or ambulance personnel.

Thank you for your cooperation and assistance.

Kindest Regards,

Darlene Mays

Property Administrator

email: dmays@tanglewoodproperty.com

PLEASE COMPLETE THIS FORM AND RETURN IT TO US VIA EMAIL OR FAX.

Company Name _____ Suite Number _____

Staff Member Name	Email Address	User Name (5-10 numbers/characters each)	Password
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____