

Communication Opt-In and Opt-Out Policy

Effective Date: January 11, 2025

Company Name: Xpertise Enterprise Property Management, LLC

1. Overview

Xpertise Enterprise Property Management, LLC (Company, we, our, or us) communicates with residents, applicants, property owners, and vendors via phone, text message (SMS), and email. This policy explains how individuals may opt in to receive communications and how they may opt out.

2. Types of Communications

We may send communications related to lease agreements and renewals, rental payment reminders and confirmations, maintenance requests and scheduling, property updates and notices, account notifications, emergency property alerts, and marketing updates where applicable. We do not send unsolicited mass marketing messages without prior consent.

3. SMS Text Messaging Opt-In

You may opt in to receive SMS communications by providing your mobile number on a rental application or lease agreement, submitting your phone number through our website contact forms, opting in through a resident portal, or providing written or electronic consent. Message frequency may vary. Message and data rates may apply based on your wireless carrier plan.

4. SMS Text Messaging Opt-Out

You may opt out of SMS messages at any time by replying STOP to any text message, contacting our office directly, or emailing us. After opting out, you will receive a confirmation message and no further SMS communications will be sent, except where legally required or in emergency situations.

5. Email Communications Opt-In

You may receive email communications when you submit a rental application, sign a lease agreement, provide your email address for account communication, or subscribe through our website. By providing your email address, you consent to receive operational and administrative communications related to your account.

6. Email Communications Opt-Out

You may opt out of non-essential email communications by clicking the Unsubscribe link included in marketing emails or contacting us directly. You cannot opt out of essential transactional or legally required notices such as lease documents or payment confirmations.

7. Phone Communications

By providing your phone number, you consent to receive calls related to lease administration, payment matters, maintenance coordination, and emergency notifications. If you prefer not to receive non-emergency phone calls, you may notify us in writing.

8. Emergency Communications

We reserve the right to contact residents and owners via phone, text, or email in emergency situations affecting health, safety, or property, regardless of communication preferences.

9. Data Privacy

All contact information collected for communication purposes is handled in accordance with our Privacy Statement and is not sold or shared for unrelated marketing purposes.

10. Contact Information

Xpertise Enterprise Property Management, LLC
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301-798-4060