

SUBJECT	Date
STANDARD OPERATING PROCEDURES MANUAL OFFICE EMAILS TO AND FROM PROPERTIES	10-01-25

PURPOSE: To best utilize EMAIL as a resource.

1. All general emails pertaining to **Residents or Applicants** should have the **subject** line as follows:

Community Name **Apartment Number or W/L** **Resident Last Name** **Item**

Examples:

Lakewood Villas Apt 15 Smith Signed Renewal Lease

Greenleaf Gardens Apt 908-1 Bloom Transfer Request for review

Oakbrook Villas Apt 7112 Busch 7 Day Notice Unauthorized Occupant

Countryside Apartments Apt 25 Valverde Incident Report

2. All emails pertaining to **Certifications** (either move-in or recertifications) should have the **subject** line as follows:

Community Name **Move-In or Recert** **Effective Date** **Apartment Number**
Resident Last Name

Examples:

Woodcliff Move-In 8.1.2025 Apt 30 Maldonado

Cherry Tree 2 Recert 9.1.2025 Apt 42 Garrett

Pearl Lane Recert 10.1.2025 Apt 3 Waite

SUBJECT	Date
STANDARD OPERATING PROCEDURES MANUAL OFFICE EMAILS TO AND FROM PROPERTIES	10-01-25

3. All emails related to **property operations** should have the **subject** line as follows:

Community Name Issue Item

Examples:

Baldwin Groves Tree Removal Bids

Cherry Tree Roof Repair Bid Sheets

4. Do not combine apartments or documents when sending emails.
5. Each email should pertain to a specific resident and apartment or issue.
6. All email accounts must have an “Email Signature” which includes the following:
- a. Manager / District Manager Name
 - b. Title
 - c. Property (if located at a property)
 - d. Address of your location (if at a property or the main office)
 - e. Phone number / Fax Number
 - f. Email Address

An example of which looks like:

*Jill Bolton
Property Manager
Lakewood Villas
2345 South Street, Leesburg Fl 34748
Phone: 352-365-6996
Fax: 352-395-2577*

lakewood@flynmanagement.com

Following this procedure makes it easier to search within emails for items and we can submit attached files directly into our document storage system without having to print and re-scan.