



# FALL 2020 NEWSLETTER



- Property Management • Residential Sales • Commercial Sales •

## A Message From Our Owner

Six months ago, many of our tenants & employees were forced to change their daily routines due to COVID-19, something we are all still dealing with to this day. Here at Spradley Properties, we continue to have our office visits by appointment only and tenants receiving maintenance visits are typically provided at least a 48-hour notice prior to a service tech entering your home. Communication with our tenants is extremely important to us which is why we have a variety of different ways for you to reach a member of our staff. Texting continues to be the most popular method, but we recently made changes to our phone system that provide more routing options to our callers, you can contact your property manager through your tenant portal, and we also integrated a chat box on our website that can answer many questions 24 hours a day. I want to thank each of you for your patience and understanding as we continue to refine our business practices to meet the changing environment.

Bobby Spradley

## Holiday Visitors

The holiday season is quickly approaching and it is common for our tenants to welcome family, friends, and guests into their homes. As a general reminder, guests are permitted to stay up to 7 days without prior approval. Anything beyond that will require approval in writing. If a guest is bringing a pet, please let us know in order to avoid any unauthorized pet fines. Be aware that visiting pets may require a pet screening & pet deposit depending on the situation.

If you are considering a new pet for your household, please let us know as soon as possible. There are pet and breed restrictions that vary by property, pet screening will need to be completed, and the pet deposit process started.



## Office Hours

The Spradley Properties office is by appointment only.

Our hours are

9:00 am — 5:00 pm, Monday — Friday

Our office will be closed on the following days:

Monday, October 12th, Wednesday, November 11th and  
Thursday & Friday, November 26th & 27th

## Community Information

The Spradley Properties website offers more than just a link to your tenant portal. Under the Resources tab on the Spradley Properties homepage you can access a Community Information page.

This page includes information on local schools, utilities, government services, health care facilities, entertainment, and police non-emergency information. This is just another way for our tenants to quickly find information on many areas within Central Texas and our local communities.

## HVAC Systems

It may seem strange to bring up heaters during this time of year to some of our tenants that may not be use to the Texas weather, but before you know it, you will be switching your HVAC systems from cool to heat. Most of our homes have electric heat systems and it is not abnormal to smell a slight burning smell the first time you use the heat in your unit. That smell is just the dust burning off the heat strips in the system that has built up over the previous months your system was set to cool. Those with a gas system will experience a burning smell when the system is ran for the first time this season due to dust on the burners. Remember to keep changing your air filter monthly, even in the cooler months. If you think there is something wrong, please let us know. We are always here to help.



Thank you for making us the Temple Daily Telegram best property management company for three years in a row!



Website

[www.spradleyproperties.com](http://www.spradleyproperties.com)

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