

# Muldoon Associates, Inc.

*Real Estate Sales & Property Management Since 1980  
A boutique real estate company providing 1<sup>st</sup> class service to A Class properties and owners!*

Hello,

This letter is to provide information regarding the staffing of our offices and to clarify expectations. Our company is comprised of two departments, a sales department and the rentals department. The sales staff cannot assist with rentals and the rental staff cannot help with sales. Our property management (rentals) office is CLOSED to in person visits without an appointment.

Since the rental business requires staff to be in the field often, we do not have staff at the office during all business times. In order to best assist with your questions or concerns it's very important that you reach out to your Property Manager BEFORE coming to one of our office locations. We fully understand that making a special trip to meet in person can turn to frustration when no one is here to answer your questions. Also, even if staff are here they already have appointments or are handling time sensitive tasks and are not available for drop ins.

We are happy to meet in person if the situation calls for it but the appointment must be made first. This will allow us the time to review your file and have answers to your questions. Non-emergency maintenance items must be submitted through the PropertyMeld system.

Please keep this contact your property manager by calling our office 719 591 8332 and selecting your manager. You can also send them an email.

Maintenance emergencies - 719 591 8332 and select the emergency option

Expect responses within 2-3 business days for non emergencies.

We hope this information is helpful and thank you for your cooperation!

Sincerely,

Muldoon Associates, Inc.

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