
Assigned to Group - Fw: ?Action needed: Contact your property

From Residential Support <ressupport@rentpmi.com>

Date Fri 1/2/2026 1:19 PM

To Connie Neidig <cneidig@rentpmi.com>; Mike Campbell <mcampbell@rdgcompanies.com>; Suzane Neiman <sneiman@rdgcompanies.com>

Hi

A new ticket has been assigned to your group "Computer Support". Please follow the link below to view the ticket.

Fw: ?Action needed: Contact your property

Hi team,

We received this email from a resident this morning that the Flex system is currently deactivated. Is there something I need to do to allow these payments?

Thanks,
Devon

From: Brittany Feichtel <feichtel.b@gmail.com>

Sent: Friday, January 2, 2026 8:21 AM

To: Delbrook <delbrook@rentpmi.com>

Subject: Fwd: 🚨 Action needed: Contact your property

You don't often get email from feichtel.b@gmail.com. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization.

Do not click links or open attachments unless you recognize the sender and know the content is safe.

----- Forwarded message -----

From: **Flex** <team@notify.getflex.com>

Date: Wed, Dec 31, 2025 at 12:19 PM

Subject: 🚨 Action needed: Contact your property

To: <feichtel.b@gmail.com>



Action needed to pay with Flex this month

Your property is not accepting payments

We tried to pay your January rent but your property is not accepting payments right now.

To ensure your rent is paid on time, contact your property and request that they re-enable payments from Flex.

We'll keep trying to submit your rent until **January 5th at 3pm ET**. If the issue isn't resolved by then, you'll need to pay your full rent directly to your property.

Stay up to date

Track your payment status and manage your payment schedule in the [Flex app](#).



Visit our [Help Center](#) to learn more about resolving rent portal issues.

This is a no-reply email. If you'd like to contact us, feel free to reach out through our [in-app chatbot](#) or visit our [Help Center](#).

flex





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