

SMS/MMS Terms and Conditions

Last Updated: February 4, 2026

1. Agreement to Terms

By opting in to receive SMS/MMS messages from **Emor Management, Inc.** ("Company," "we," "us," or "our"), you agree to these SMS/MMS Terms and Conditions ("SMS Terms"). These SMS Terms are incorporated into and subject to our general Terms of Service and Privacy Policy.

2. SMS/MMS Messaging Service Description

We offer SMS/MMS messaging services for the following purposes:

- **Maintenance and Work Order Updates:** Notifications regarding maintenance requests, repair scheduling, technician arrivals, and work order completion
- **Lease and Rental Communications:** Lease renewal reminders, rent payment confirmations, and important lease-related notices
- **Property Announcements:** Community updates, emergency notifications, and property-related information
- **Inquiry Responses:** Replies to leasing inquiries, tour scheduling, and application status updates

3. Consent and Opt-In

By providing your mobile phone number and agreeing to receive text messages from us, you expressly consent to receive recurring automated SMS/MMS messages at the phone number provided. **Consent is not a condition of purchasing any property, goods, or services.**

You may opt in to our messaging program by:

- Completing a web form on our website
- Texting a designated keyword to our short code or phone number
- Providing written or verbal consent during the leasing or onboarding process
- Checking a consent checkbox during online applications or portals

4. Message Frequency

Message frequency varies based on your interactions with us and the nature of your tenancy or inquiry. You may receive:

- Transactional messages as triggered by your requests or account activity
- Informational messages regarding your property or lease

- Promotional messages (if separately opted in)

Typical frequency: 2-10 messages per month, though this may vary based on circumstances such as active maintenance requests or lease renewal periods.

5. Opt-Out Instructions

You may opt out of receiving SMS/MMS messages at any time by:

- Replying **STOP, UNSUBSCRIBE**, to any message you receive from us
- Updating your communication preferences in your resident/applicant portal

Upon successful opt-out, you will receive a single confirmation message. **Opting out of SMS messages will not affect other communications** (e.g., email, mail, or phone calls) unless you separately opt out of those channels.

6. Help and Support

For assistance with our SMS/MMS messaging program:

- Reply **HELP** to any message for support information
- Contact us at **212-727-8208**
- Email us at info@emormanagment.com

7. Message and Data Rates

Message and data rates may apply. Standard messaging and data rates from your wireless carrier apply to all SMS/MMS messages sent and received. We are not responsible for any charges incurred from your wireless carrier. Check with your carrier for details on your messaging plan.

8. Carrier Liability Disclaimer

We do not guarantee message delivery. Delivery is subject to effective transmission by your wireless carrier. **Carriers are not liable for delayed or undelivered messages.** Factors affecting delivery may include:

- Network congestion or outages
- Device compatibility issues
- Carrier filtering policies
- Invalid or deactivated phone numbers

9. Supported Carriers

Our SMS/MMS service supports most major U.S. wireless carriers, including but not limited to: AT&T, Verizon, T-Mobile, Sprint, U.S. Cellular, and their affiliated MVNOs. Carrier participation may change without notice.

10. Privacy and Data Use

Your phone number and messaging data are handled in accordance with our Privacy Policy. We do not sell, rent, or share your phone number or messaging consent with third parties for their marketing purposes. Information collected through our messaging program may include:

- Mobile phone number
- Consent records and timestamps
- Message content and delivery status
- Opt-out requests
- You may read more about Avery's Terms and Conditions at <https://callavery.com/terms>

For complete details on how we handle your information, please review our **Privacy Policy** at <https://emormanagement.com/>

11. Prohibited Use

You agree not to use our SMS/MMS service for any unlawful purpose or in violation of these SMS Terms. We reserve the right to terminate your participation in our messaging program if we reasonably believe you have violated these terms.

12. Changes to These Terms

We reserve the right to modify these SMS Terms at any time. Material changes will be communicated via SMS or other reasonable means. Continued participation in our messaging program after changes constitutes acceptance of the modified terms.

13. Contact Information

Emor Management, Inc. 305A West 19th Street, New York, NY 10011 Phone: 212-727-8208
Email: info@emormanagement.com

By opting in to SMS/MMS messages from Emor Management, Inc., you acknowledge that you have read, understood, and agree to these SMS/MMS Terms and Conditions.