



Maintenance Request Form

Date _____

Name _____

Property Address _____

Home Phone _____ Work Phone _____

Email Address _____

Nature of the Problem _____

Item affected _____

Location of problem _____

Description of work requested (please describe in full detail) _____

Do you have any pets **yes/no** type _____
(ALL PETS MUST BE CONTAINED WHEN MAINTENANCE ARRIVES)

Do we have authorization to enter **yes / no**

If you have schedule a specific time for work to be performed and we are unable to gain access to the property you will be charged for the services call.

Any other information that could be helpful with this request:

We share your urgency to remedy maintenance issues and we will promptly respond. We thank you in advance for your patience and cooperation.

Maintenance Request Guidelines

All maintenance requests need to be submitted through the tenant login portal. Only maintenance emergencies will be taken over the phone. After hours use our voice mail system and follow the maintenance emergency prompts. Someone will call you back as soon as possible. If you have not received a call back within 30 minutes please dial again and repeat same procedure to ensure that we received the correct information.

Only situations that are of an emergency nature will be responded to.

Emergency is defined as: Anything relating to the property under the lease that is threatening to life, health or the integrity of the property.

Following are some basic guidelines as to what may constitute a maintenance emergency.

Fire: Call the Fire Department immediately. Call ER line once fire is contained.

A/C Repair: This is not considered an emergency, do not call you will not receive a response.

Clogged Toilet or Drain: Per your lease, this is your responsibility, Call a plumber. If it turns out that there are roots or is something is physically/structurally wrong with the plumbing we will reimburse you.

Pipe Broken: Turn off water valve to pipe or exterior water main to unit then, Call the Emergency line.

Broken Doorknob, Lock or Window: *Only* if it prevents Resident from properly securing unit. If temporary measures can be taken until business hours, resident should wait until regular business hours before contacting management.

No Water: *This is not an emergency*, please call the office during business hours.

Exception: If it happens on a weekend, Call the emergency line between 9:00am-5:00 pm ONLY

No Electricity: Only if there is no electricity and 1.) The Resident has called the electric company and found that they were not at fault. 2.) After Resident has checked all the breakers by flipping them **ALL** hard to the **OFF** position and then back on **and reset all GFI circuits in the house**. Partial outages do not represent an emergency! If a wall switch or outlet begins to smoke or smell remove all plugs and turn off breaker.

If necessary **Call the fire department.**

These are the basic calls that may constitute an emergency. If you have a situation other than these, which seems immediately hazardous, damaging or detrimental, please call our office. If after hours call the emergency line.

Non-emergency, routine maintenance

The following are not emergencies: refrigerator out, locking yourself out of the house, oven not working and pest control. All County® is not responsible for loss of food or for alternative lodging due to appliance failure.

All other routine maintenance request must be put in writing on the tenant portal per your lease agreement. No routine or non-urgent calls will be accepted at any time by phone!