



## Professional Property Management

### 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 Procedures

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

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

If you are experiencing any of these problems we can take the request over the phone. After hours and on weekends please call the office and select the emergency mailbox and leave your name, number and the nature of the emergency and someone will return your call immediately. Non-emergency requests made by the emergency mailbox will not be returned until normal office hours, excessive abuse of the emergency mailbox for non-emergency maintenance will result in a curable notice and a posting fee. Those situations which are not an emergency should be submitted online, by fax, or by dropping the supplied maintenance request form in our drop box.

**Fire:** Call the Fire Department immediately.

**A/C Repair:** If the outside temperature is exceeding 95 degrees.

**Heater Repair:** If outside temperature is falling below 40 degrees.

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

**Pipe Broken:** Turn off water valve to pipe or exterior water main until contractor arrives.

**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 Hot Water:** Only if there is absolutely no hot water and it is between the hours of 9:00am and 4:00pm Monday – Friday. If there is no hot water at any other time please use temporary measures.

**No Electricity:** Only if there is no electricity an 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 **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 switch if necessary call the fire department.

These are the basic call that may constitute an emergency. If you have a situation other than these, which seems immediately hazardous, damaging or detrimental, please call our office and ask for maintenance. If after hour call the office and select the emergency maintenance mailbox.

**These 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 per your lease agreement, please submit your request online or use form provided on the other side of this page. No routine non-emergency calls will be accepted at any time by phone!**