



PROPERTY MANAGEMENT SPECIALISTS

"We MANAGE To Please"

Maintenance Request

Dear Tenants:

For all **General maintenance** requests please call, **407-898-9010, press 2 or 302 extension.** Please leave your name, address, phone number, and maintenance problem. A vendor will be assigned to your request; they will contact you to schedule the best time.

For all **Maintenance Emergency's:**

Please call **407-898-9010 and press 320**, after the recording comes on, leave your name, address, phone number, maintenance problem and our agent on call will be notified. You will be notified as soon as possible by an agent from our office or the vendor assigned to you request.

EMERGENCY'S ARE:

Flooding/Major Plumbing problems, Electrical, Fire, Refrigerator not working, No Heat. AC is NOT an emergency, BUT if you leave a message on the emergency line we will try to have our AC repair person contact you as soon as possible.

- For **Emergency's** call Office Pager: **407-898-9010**; recording comes on press **ext. 320**
- For **General Maintenance:** **407-898-9010; press 2** or press 302
- Call or text: **407-590-1453** (Also send a photo if it helps to explain issue. Only to this number)

The following are NOT emergencies:

- **An emergency is NOT Air Conditioning**, but we recognizes this is important and will make it a priority with vendors to have the AC working as soon as is possible.
- An emergency is not; non-working microwaves, non-working dishwasher, sprinklers, etc.
- Vendors will make appointments with the tenants directly.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the office or vendor, as soon as possible if you are unable to make the appointment
- If you do not hear from a vendor or repair person within 4 - 7 business days, call the office and inform a team member that a vendor has not contacted you.
- If problem continues after repair has been completed, contact our office.

Please remember the resident tenant is fully responsible for:

Locks/Keys, Smoke Alarms and battery replacement, Screens, extermination (Internal and External) Cleaning windows, maintaining water conditioner (if applies), washer/dryer, garage door transmitters, AC Filters or Thermostat battery replacements, Lawn and Shrub care. Unless otherwise specified in the lease.