

Maintenance Work Order Request

Property Name: _____ Date Reported: _____
Unit Number: _____ Resident Name: _____
Location of Issue: _____ Resident Phone: _____

Description of the problem: **THIS MUST BE AS DETAILED AS POSSIBLE**

When did you first notice the problem described above?

May maintenance enter your unit when you are not home? **Yes** **No**

Emergencies would be as follows:

- No heat (indoor temp below 68 degrees for 48 consecutive hours).
- Sewer backing up in sinks, toilets, tubs, etc.
- Toilet stopped up after you have plunged. If you have 2 bathrooms, please turn off toilet and report during normal business hours. *Maintenance is not responsible for plunging your toilet.
- Any electrical outlets smoking, shorting or sparking.
- Refrigerator not working. Please report only if inoperable. Keep door closed, food can stay safe for up to 24 hours.
- Window and door replacements (if security factors are involved).
- Water leaks that cause personal or property damage. Please report noisy toilets and leaking faucets during normal hours.
- If you lose electricity, please check your circuit breakers first.
- Lock outs are **NOT** considered an emergency. (With the exception of your electronic lock malfunctioning)
- Underground garage door will not open or close.

FOR ALL CALLS TO THE EMERGENCY LINE AFTER HOURS THAT ARE NOT EMERGENCIES, THERE WILL BE A MINIMUM \$50.00 CHARGE TO THE RESIDENT.

EMERGENCY MAINTENANCE NUMBER:

Work orders must be submitted as soon as the problem is noticed. Maintenance works on a rotating schedule and your service order will be remedy at our next available opening. By submitting this work order request you are granting permission for maintenance personnel to enter your home for the repairs listed above at a reasonable time during business hours without further notice.

Resident Signature: _____ Date: _____