

HAVE A PROBLEM? LET US HELP!

# Residential Procedure for Maintenance Requests



1

Sign into your portal & select 'Maintenance'

2

The following message will appear: "A Maintenance Technician/Vendor will be in your unit within the next 30 days to complete the requested Work Order. If this is an emergency, please contact the site office either to speak with on-site staff or leave a message with our Afterhours Call Center."

3

NEXT - Choose the area from the drop down box (ex: bathroom).

4

NEXT - Type a brief description of the problem/what is being experienced. Click SUBMIT or attach a picture of the problem (optional) and click ADD.

5

Click SUBMIT to complete Maintenance work order.

\*NOTE: Name, address and phone number will be attached to the request automatically; no need to type this info.