

# Maintenance Requests

## **EMERGENCIES**

**For any life-threatening emergencies, please call 911.**

If this is a Maintenance Emergency, call (704) 409-2678 and be as detailed as possible with the representative so that we can deploy the appropriate vendor/technician to resolve the issue as soon as possible. Do **NOT** submit a request through your portal for emergency maintenance.

### **Maintenance Emergencies are defined as follows:**

- Fire – Call 911 immediately, then call the maintenance line at (704) 409-2678.
- Plumbing – Flooding, pipe burst or complete drain stoppage. Turn off water supply immediately (if accessible).
- Tenants will be responsible for any drain stoppage caused by actions or damage related to tenant misuse.
- Electrical – Fire, smoke, arcing, no power, or overheating fixtures. Turn the breaker off immediately (if accessible)
- Gas Smell – Contact the gas company and report this immediately, then call the maintenance line at (704) 409-2678.
- Structural Damage – Roof, foundation or wall collapsing.
- No Heat – Only when the outside temperature is below 60 degrees.

**\*\*Tenants are responsible for preventing any further damage from occurring, if possible\*\***

## **NON-EMERGENCY MAINTENANCE REQUEST**

If a non-emergency maintenance related issue arises in or around your home or property, you have two options for submitting a maintenance related request.

Using this process also confirms that we as your Property Management Team can assure ALL requests are taken care of expeditiously, either by severity of the problem or in the order with which the request was received.

**If you reside in a complex or area that is assigned an individual Maintenance Technician, please note that this person receives all requests from your property manager and cannot respond to any requests made in person, no matter their size or expected resolution time. Please DO NOT contact this person directly, as they are not allowed to respond to direct requests from individual tenants.**

**\*REMEMBER - Details are important. All requests for necessary repairs should be accurately described.**

An A/C system failure does not constitute an emergency. Every effort will be made to have it serviced as soon as possible.

If a tenant does not show for a scheduled maintenance appointment, they will be responsible for a trip charge assigned by the vendor.

If a tenant fails to report an obvious maintenance issue and damage occurs, the tenant may be responsible for the repair and/or damage.

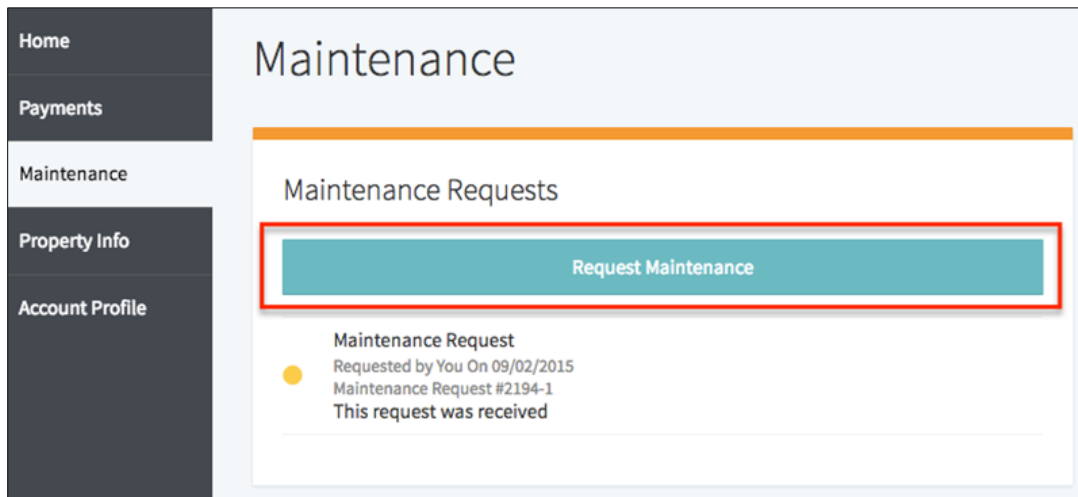
Syndicate Management Group must authorize all repairs and/or maintenance that a tenant requests. Any unauthorized repairs will not be reimbursed. If any unauthorized alterations or repairs are done, the tenant will also be charged for labor and materials needed to get the alteration or repair area back to its intended condition.

Please note that ALL Maintenance requests must be submitted using one of the two options outlined below so that they may be documented.

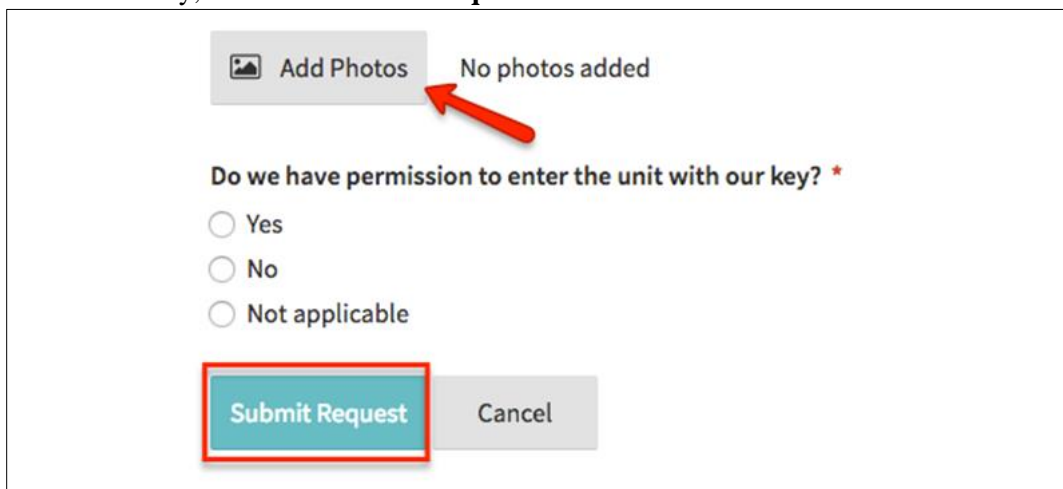
### OPTION 1: TENANT PORTAL (Preferred Method)

Submit maintenance requests directly to your property manager along with photos of the issue.

1. From the **Home** or **Maintenance** tab, click **Request Maintenance**.



2. Enter a detailed **description** of the issue, upload one or more **photos** of the item needing attention (must select multiple photos at once from computer or camera roll), give the property manager permission to enter with their key, then click **Submit Request**.



## **OPTION 2: MAINTENANCE CONTACT CALL CENTER**

The Maintenance Contact Center is a 24/7 answering service that works with Syndicate Management Group to assist in the submission of maintenance requests and to help us catalog the request and its status.

To submit a maintenance request using this option:

1. Call **(704) 409-2678**
2. Follow the appropriate prompts and answer the questions necessary to submit your maintenance request with all information included.

## **WHAT HAPPENS NOW?**

Once your request is received by your property manager it will be assigned to the appropriate technician or vendor.

Once that assignment is received you will be contacted to schedule a time that the assigned person can obtain entry to your home to access and resolve the problem. Please understand that if the issue is extensive, it may require follow-up appointments to resolve.

As always, we do ask that when speaking with a member of your Property Management Team, Maintenance Team or any Vendor that is selected to aid in the resolution of your request, that you do express courtesy and respect.

We are here to help you, so please be patient and understanding. We know that no maintenance issue is planned, and in response we place a level of urgency on all requests equally and will get to your request and have it resolved as soon as we possibly can.

**If you have any questions or concerns regarding a maintenance issue or request, please feel free to contact the Syndicate Management office by phone at (704) 635-7773 or by emailing us at [Maintenance@SyndicateProperty.com](mailto:Maintenance@SyndicateProperty.com). Our office Hours are Monday-Friday, 9am to 5pm.**