



If you have a **maintenance request** or a **maintenance emergency**, please **call** the office at **205-730-0333** and **choose ext. 1** to be connected to a member of the maintenance scheduling team. The office will review the request. A service person will contact you promptly to coordinate the scheduling of your work order request, if issued. You may also make regular maintenance requests via your **tenant portal** and our **website**, but please **DO NOT** place emergency requests through portal or website. Report all emergency issues by phone to the maintenance line **205 730 0333 ext.1**

PLEASE DO NOT CALL THE LEASING LINE (205) 410-8785

Leasing agents work in the field and are unable to assist you with maintenance requests or any other issue after signing your lease. All inquiries and requests after lease signing must be processed through the office.

Emergency Repair Criteria: If it is 55 degrees or below in your home or 85 degrees or above, water gushing and cannot be cut off, fires, substantial damage to home from storm or fallen tree, if you have only one bathroom and you are unable to use your toilet, etc. If you call in a maintenance emergency that is found to not meet these emergency criteria, **YOU WILL BE CHARGED A \$250.00 FASLE EMERGENCY FEE.**

Please do not contact our service people directly. They will only respond to authorized work orders from the office & have instructions to refer any additional requests to the office for approval.

Regular service repairs hours are business days, Monday through Friday (8am to 5pm) Unless an emergency (to be determined by the office) warrants weekend service calls, if any repairs are requested, please be able to schedule repairs (reasonable scheduling) with the service person during regular service repair hours. Also, if an appointment is set up with the service person & you are not present at the property for the appointment, the service person may enter the premises to conduct repairs (See Section 11-E – Locks in lease agreement), or a service fee will be charged to the tenant for a missed appointment.

Also, notify office or service person if there is an active alarm system (all alarm systems must have office approval) on the premises.*** **All service persons do not have immediate access to the properties, so you may need to arrange access to the property with the service person assigned to your maintenance issue.**

Treat the property with care by maintaining its good condition. Regular care prevents costly major repairs which equals to affordable rent to the tenant.

Tenant responsibilities - repairs / regular (standard / routine) maintenance includes (See Section 11 <Care of Premises> in lease agreement):

- Exterior of the home such as lawn care, trees, debris / leaves, cleaning gutters.
Tenant(s) is not allowed to park vehicles of any kind on lawn / yard (Sheds need office approval)
- Clogged sinks – from food that should have been placed in the trash.
- Clogged toilets - from flushing items other than human waste (wipes, pads, toys, excess paper, clothing, or cleaning products, etc.)
- Leaks – from shoving items under the sink (this knocks water & drain lines loose)
- Replacing light bulbs in all light fixtures & batteries (smoke detectors)
- Faucet knobs – from using too much force, causing broken knobs & leaking faucets.
- Malfunctioning HVAC - usually due to failure to keep clean & changing the filters out regularly:
 - A/C units gets clogged with grass clippings & weeds in summer.
 - Dirty filter will cause A/C to freeze up.
 - Furnace filter not cleaned or replaced monthly causing higher utility bills.

If a service person is needed for repairs & the repairs are part of the tenant's regular maintenance responsibilities or part of neglect as well as improper usage by the tenant, the tenant will be charged for these types of repairs by the landlord.

Additional storage or detached shed / garage on premises may be considered 'as is' structures. No repairs are conducted for these structures or structure can be removed from the premises.

**** THIS DOCUMENT WAS SIGNED IN YOUR LEASE AGREEMENT AS WELL ****