

General Maintenance and Emergency Repairs Procedure

General Maintenance:

- Submit a maintenance request on your tenant portal
 - If you do not have access to your tenant portal, the request will need to be submitted in writing.
- Maintenance request should include the following:
 - The issue (Ex: Stove, Window, Door, Etc.)
 - The location (Ex: Master bedroom window, Front door, Etc.)
 - Any notes that would be helpful to the contractor, including photos if possible.
- The contractor will reach out to you via phone, text or email to schedule the work.

Emergency Repairs:

- In an emergency, please call our office at 651-484-0679 to report the issue. If it is after hours, please be sure to listen to the voicemail message for the 24-hour emergency repair phone number.
 - Please note fire, flood, no heat, or any issue that poses a health or safety risk are considered an emergency. All other maintenance request should be submitted on your tenant portal or in writing.
- Emergency repairs **should not** be submitted on your tenant portal.

Miscellaneous:

- Gas smell- please call gas provider
- Downed power lines or electricity disconnected to property- please call electricity provider
- No Power:
 - Check circuit breaker or fuse box
 - Do neighbors have power?
 - Unplug the last this you plugged in and reset the circuit breaker
 - Check GFCI button on outlet (usually found in the bathroom and kitchen)
 - Call electric service provider to make sure it's not an external issue
- Locked out:
 - During office hours, you can call the office to pick up a copy of your key
 - After hours, call a locksmith
- Frozen Pipes:
 - Open cabinet doors, place fan in front of pipes to circulate warmer air
- Leaking and burst pipes:
 - Turn off water
 - Place bucket to catch water to avoid damage or turn off water to the house
 - Is it coming from the drain or main pipe (source)?
 - Contact the office immediately for a repair
- Sink/tub/drain backed up
 - Do not use Drano or bleach
 - Plunge