

Maintenance Request Cheat Sheet

How to Submit a Request in the AppFolio Tenant Portal

Submitting maintenance requests through the **Tenant Portal** helps our team respond faster and keeps everything organized.

Step 1: Log Into Your Tenant Portal

1. Go to the Tenant Portal login page.
2. Enter your **email and password**.
3. If you don't have an account yet, click "**Activate Portal**."

Step 2: Create a Maintenance Request

1. Click "**Maintenance**" in the main menu.
2. Select "**Request Maintenance**."

Step 3: Describe the Issue

Please include as much detail as possible:

- What is the issue?
- When did it start?
- Is it getting worse?
- Is anything leaking, broken, or unsafe?

Example:

"Kitchen sink is leaking underneath when the faucet is turned on."

Step 4: Add Photos (Highly Recommended)

Upload clear photos of the issue.

Photos help us:

- Diagnose the problem faster
- Send the correct vendor
- Avoid extra visits

Step 5: Choose Entry Permission

Select whether maintenance staff can enter if you are not home.

Options usually include:

- **Yes – permission to enter**
- **No – contact me first**

Providing permission can speed up repairs.

Step 6: Submit the Request

Click **“Submit Request.”**

You will receive:

- **A confirmation email**
- Updates when maintenance is scheduled or completed

Emergency Maintenance

For emergencies such as:

- Active water leaks
- No heat in winter
- Gas smell
- Flooding
- Electrical hazards

Submit the request AND call the emergency maintenance number immediately.

Tips for Faster Repairs

- ✓ **Submit one request per issue**
- ✓ **Include photos** whenever possible
- ✓ **Be specific** in the description
- ✓ **Make sure** pets are secured if maintenance will enter

If you have trouble accessing your portal, please contact **Gardner Properties** for help.