



Repair Request Process

- **All repairs must be reported in writing**
 - Online (Tenant Portal)
 - In office (Tenant repair request form)
 - Fax (951)601-1177
 - Email repairs@cobaltonline.com
 - photos should be provided
 - be very detailed when requesting repairs
 - **Emergency after business hours (855)91-ER911 or (855)913-7911**
- **Contact Repairs dep for any questions regarding repair request or to follow up on an open request at:**
 - Repairs@cobaltonline.com
 - Grace@cobaltonline.com
 - **(855)855-5910 ext 218**
 - **Emergency after business hours (855)91-ER911 or (855)913-7911**
- **Approval for any request is needed from the owner before a vendor is sent out**
 - Owner will be notified of your request and approval to send a vendor will be requested at that time.
 - Sometimes owners request an estimate first. you will be notified if that happens
 - Tenant will be notified once approval is received and assigned vendor information will be provided if available
- **Vendor will contact you for an appointment time**
 - Tenant is required to make arrangement for repairs to be completed
 - Tenant is required to give access to vendors when repairs are needed (the office will **NOT** lend out keys)
 - Any trip charge for missed appointments will be billed to the tenant
 - Owner or management company will not assume any responsibility for any further damage caused, if the tenant does not cooperate with scheduling appointments in a timely manner.
- **Tenant can and will be charged for any damage cause by tenant misuse or neglect**

Subject for review are the following

 - clogged toilets
 - clogged sinks
 - garbage disposals
 - broken faucets
 - broken shower handles, knobs, or shower heads
- **Repairs under \$75 are tenant responsibility**
- **All broken windows and glass are tenant responsibility**
- **All broken sprinkler heads are tenant responsibility**
- **Pest Control is Tenant responsibility damage cause to the property by any pest or rodent is tenant responsibility**