



## Maintenance Requests:

There are several ways for tenants to put in a Maintenance Request.

- 1.) Tenant Portal Maintenance Requests- Tenants are able to submit maintenance requests online within the tenant portal. In the tenant portal, in addition to bills and payments, tenants will be able to submit and view the status of their maintenance requests. This change will give tenants a new section for current maintenance requests and a new button to submit a new maintenance request.
- 2.) Call into our main line, 904-598-1557 and speak to your Property Manager.
- 3.) In the event that you have an after hour or weekend EMERGENCY (please refer to tenant handbook for information on classification of emergencies), call the answering service at 904-567-4738. If it is a valid emergency, the Property Manager on call will send the appropriate vendor.