



Maintenance

How do you handle maintenance request?

Tenants are required to submit all non-emergency maintenance repairs through their online account Property Meld. For emergencies, the tenant will call the office during normal business hours and an emergency number for after hours emergencies. After receiving a repair request, we will contact the tenant to ask questions in order to help us determine the exact nature of the problem before sending a technician. We make sure it is not something the tenant can fix themselves (ex: reset button on the disposal, tripped breaker, etc.) before your money is spent on a service call. After determining that it is a legitamate problem, a technician will be contacted to diagnose the repair. Comfort items such as air conditioning, no heat or hot water, receive highest priority and are usually attended tot he same day.

Do you use the cheapest maintenance people you can find?

We do not! They are competitive in price, competency and reliability. We have access to “all-around” maintenance technicians who are skilled in a wide range of home repairs including air conditioning, light, plumbing and electrical. We save our homeowners money by using a general technician for the majority of multi-trade and make-ready tasks. Another benefit of using these technicians is the opportunity for checking out the general condition of the property - something that a single trade techician will not do for you.

How do I know you won't spend my money on large repairs without my approval?

This is the greatest fear of most new owners. We promise in writing not to do that. Ordinary maintenance and repairs of less than \$200 are paid out of monthly disbursements, before disbursements are paid out and will be on your monthly statement. If we think a repair might exceed \$200 and are unable to reach you, we may initiate the repair even if it is higher than \$200 as stated in the management agreement; for the following cases: the health or safety of a tenant is an issue, the property will incur more damage if immediate action is not taken, and in instances where there is only one option to consider. We will not leave a tenant waiting in 90+- degree heat with out AC or without hot water, or a leaking roof while we try to contact you for permission to do the obvious.

Sometimes an owner will complain that we spen \$285 (for example) when it was not an emergency. The simple explanation for this is that the company that went to the property charged \$85 service call fee to go out and diagnose the repair whether they fix anything or not. Therefore, instead of having the owner incur a \$85 service call just for us to get an estimate and then having to send the company back out to do the repair and the owner having to incur another \$85 service call, the owner saved \$85 by having the repair done the first time.

We always tell the technician to alert us if the repair is going to be over \$200 or a specific amount depending on the type of service repair needed. Sometimes the technician may think the repair will not go over \$200, but after they get working on the repair, they find that there is more to fix than they could see before they started the job. It would not make good sense and it could be a safety issue if the technician had to leave an air conditioner or dishwasher, etc torn apart while we waiting for your permission to ok the additional \$50 (for example)



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and then the maintenance company could charge another trip charge on top of the extra money for the repairs. This would not be in the owners best interests.

My brother-in-law is fairly handy; will you use him to perform repairs?

No, we only use our qualified vendors. We are not able for liability reasons to use your yourself, friends or relatives to perform work on your home unless they are in fact licensed vendors (see below).

What if I want to use my plumber, AC company, etc.?

We will be happy to invite them to join our vendor list if they are qualified and insured, but we cannot promise that a specific vendor will be dispatched to your home for certain repairs. We already have a stable of qualified and reasonably priced vendors that we have used for many years. If a company you prefer wants to be added to our vendor list, they can contact us and we will interview them and let them know what documentation and references are needed. However, we do not guarantee that your favorite company will be sent on all service calls to your property. Our concern is to resolve the repair problem in the timeliest way possible with the best available technician at the time. We cannot keep track of pre-established roster of which vendors are assigned to certain properties - it would be very cumbersome and inefficient and would not achieve the best service to you, the tenant or the property.

I want to use a home warranty for all covered repairs, is that ok?

We prefer that the owners do not use a home warranty company to make repairs at their rental property. It is hard enough to try to use a home warranty on the home you live in, it is not cost effective or proactical to use a home warranty on a rental property.

We will not use any existing home warranty company for "first responder" service calls to the property, under any circumstances. Covered items that need replacing will be run through the home warranty company only after an inital determination is made that replacement may be necessary.

Our professional reputation, with both tenants and owners, is largely, if not entirely, determined by how well we handle maintenance. Therefore, we follow a practice that is most likely to insure the best possible response and resolution to problems. This procedure helps eliminate turnover of tenants as well.