

Service Department Information

Submitting a Work Order

All work orders must be completed through our online resident portal.

<https://www.rentcafe.com/residentservices/apartmentsforrent/userlogin.aspx>

Once logged in, you can click on the maintenance request tab at the top left and submit your maintenance request.

RENTCafé®



Please note, work orders are scheduled based on priority. When submitting your work order via the online portal, please include your **preferred service day** so that our scheduling department can accommodate as best as possible.

There will not be a time frame given unless requested.

Additionally, the unit must either be empty or an individual over the age of 18 will need to be present for our technician to enter for service. If you have a dog and will not be present at the time of service, it must be secured in a kennel or a room not needing service.

If Kenneled, please include location where kenneled on your work order request.

Once your request has been scheduled, a member of our team will contact you via email with the scheduled date of service. Please allow up to **48 business hours** to be contacted with your service date.

If permission to enter is given, the work order typically gets addressed in a timelier manner. However, if you do not give permission to enter, the service date will be scheduled with

24- hour notice via email, unless it is an emergency.

All Emergency requests are addressed as soon as possible when an emergency request is submitted via RentCafé'.

For a maintenance technician to be scheduled, all maintenance items must be requested through your Rent Café resident portal, so we have documentation that you have requested service within our system.

Email and/or Verbal maintenance requests will not be accepted.

To follow up on any submitted maintenance requests:

E-mail service@priebpropmgmt.com