

Maintenance Issue Reporting

To ensure accurate documentation and efficient handling of maintenance concerns, please adhere to the following guidelines.

Submission through the Teak Management Resident Portal:

All official maintenance issues must be addressed through the Teak Management resident portal communication threads. This ensures that records are accurately maintained for both tenants and management.

Access to the resident portal can be found on the Teak Management website at www.TeakManagement.com

Emergency Maintenance (5 to 8 Hours Response Time)



Emergencies are defined as circumstances posing significant threats to the physical health or safety of a tenant.

- Emergencies include situations endangering health or safety, such as a fire, uncontrollable water, or electrical hazards endangering life.



In emergency scenarios, promptly call 911 if any of the following conditions arise:

- Immediate danger to life or health
- Fire, either inside or outside of the rental property
- Intrusion or burglary
- Suspected gas line issues (contact the gas company first, then if necessary, call 911)



Following communication with the appropriate emergency responder/dispatcher, proceed as follows:

- Contact the property manager at 321.368.8756 **(FOR EMERGENCYS ONLY)** call and leave a voicemail as well as a text message.

Examples of Non-Emergency Issues:

- Appliances losing power or not functioning
- Roof leaks following rainfall
- Leaky kitchen sink
- Backed-up toilet (if there is more than one toilet on the property)
- Being locked out of the house
- Power outage
- Malfunctioning Water Heater
- Non-Operational Air Conditioning

While these situations may cause inconvenience and frustration, they do not constitute emergencies.

Teak Management bears no liability for food spoilage due to appliance break downs or for personal property damage caused by water leaks.

Tenants are required to have renters insurance to cover unforeseen personal losses



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Reporting Non-Emergency Maintenance Issues



Urgent Maintenance (1-3 Business Days Response Time)

Includes HVAC Issues, major electrical problems, refrigerator not cooling, broken windows or plumbing issues (this does not include clogged tubs, toilets, or sinks as clogged plumbing is a tenant responsibility)



Normal Maintenance (3-5 Business Days Response Time)

Covers appliance repairs and minor plumbing issues such as a leaky faucet



Non-Essential Maintenance (5-15 Business Days Response Time)

Addresses non-urgent matters not impacting immediate living conditions

Tenant Responsibilities and Damages:

Any damage resulting from abuse or misuse will be billed to the tenant. We will defer to the servicing contractor to determine the cause of the issue. In the event of plumbing blockage caused by items such as toys, diapers, napkins, wipes, or any personal belongings being flushed down the toilet, the expense of hiring the plumber will be billed to the tenant. This is not considered a failure of equipment. Unless the contractor can provide evidence that the issue was not caused by the tenant (e.g., root intrusion, pipe collapse, septic tank backup) we will assume it was due to human action rather than a property defect. The responsibility of resolving clogged plumbing rests with the tenant.

Adhering to these protocols and guidelines ensures efficient resolution of maintenance issues and fosters a safe and comfortable living environment for all tenants. If you have any questions, please contact us at Help@TeakManagement.com

