

# Who Do I Need To Contact?

## Service Related Issues

We have recently converted to a new software program which requires all work orders to be completed through our online portal at <http://www.rentcafe.com/>

**You will receive an invitation to Rent Café via email with the Subject Line: Resident Services – Invite.** You will have to follow the link within the email to register your account. This is how RentCafe connects your account information to your new unit. You must do this in order to gain access to the portal. If you do not see the invitation from RentCafe, please look in your junk mail.

Once registered, you can click on the maintenance request tab and submit your maintenance request.

Please note, work orders are scheduled base off 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 in order 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.

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 unless it is an emergency**. All emergencies are addressed as soon as possible when you submit an emergency request via RentCafe.

**Just so you are aware, if you have any maintenance issues, they do have to be requested through your Rent Café portal so we can legally send someone out to your unit. To follow up on any maintenance requests, you will need to e-mail [service@priebpropmgmt.com](mailto:service@priebpropmgmt.com) or call them at (913) 210-9595 x205.**

## Neighborhood, Community, or Tenant Issues

If there are any neighborhood, community, or tenant issues that need to be addressed, you will need to e-mail [residentinfo@priebpropmgmt.com](mailto:residentinfo@priebpropmgmt.com). You can follow up with them at (913) 210-9595 x207

## Payments/Renewals Questions

If you have any payments questions, you may e-mail [payments@priebpropmgmt.com](mailto:payments@priebpropmgmt.com) or call (913) 780- 5000. Finally, if you have any renewals or lease questions after your move in, please contact [renewals@priebpropmgmt.com](mailto:renewals@priebpropmgmt.com) or call (913) 210-9595 x204.