**Maintenance Request Procedures**

Dear Tenants,

Please make sure you have your tenant portal account activated. This online system offers online payments & a maintenance request feature where maintenance requests can be submitted 24/7. All maintenance request must be in writing. This will help us ensure that your maintenance request is handled quickly and efficiently. Once a maintenance request is submitted, a vendor will be assigned and you will be notified of their contact information for scheduling. If you have not heard from our office or a vendor within 48 hours, please contact our office to confirm status.

If your maintenance request is an urgent emergency (such as a leak you cannot get under control), please still submit a maintenance request online as well as text 951-750-0001.

If you have not activated your tenant portal, please contact our office so we can send you the link to do so.

Thank you,

Ashley Martins