

PROCEDURE FOR REPORTING MAINTENANCE, REPAIRS AND SAFETY ISSUES

1. In cases of emergency or if you don't have internet access, call Resource Property Management (RPM) at **727-864-0004** and ask for Bonnie Skifstad or Bella Primus. This is also their 24-hour number for after-hours emergencies. If you phone in your issue, please note the time, date and problem you are having and ask for a response from RPM with a "ticket" number.
2. For non-emergencies, please enter the issue into the VANTACA portal. RPM sent links and login information to all home owners. If you need RPM to resend that info please let them know – use the phone number above or email Bella: bprimus@resourcepropertymgmt.com
3. The VANTACA login url is [Welcome Neighbors! \(resourcepropertymgmt.com\)](https://www.resourcepropertymgmt.com). The steps are as follows.
 - a After logging into VANTACA (see link above) click DOCUMENTS
 - b On the left side of the DOCUMENTS page click My Items
 - c At the top of the My Items page click Submit a Request
 - d Next there is a choice for a General Request or an Architectural Review (ARC) request, for a maintenance issue like a missing roof tile, click **General Request**
 - e On the General Request page there is a drop down box with options including **Service Request** – choose that option for maintenance issues
 - f On the same page there are data entry blocks for you to enter a title and brief description of the problem, fill in those blocks and click **Submit Form**.
 - g When you go back to My Items you will then see your request listed

The information you provide will enable us to develop a database and track resolution. Here are some examples of issues to report:

- window leaks
- roof leaks or missing tiles
- gutter damage
- improper drainage/flooding
- loose stairway railings
- wet or spongy interior wall surfaces
- bugs in walls
- lighting issues
- damaged fire extinguishers
- rat trap damage

RPM will bring issues to the attention of the VVN Board and the board will prioritize repairs based on safety, routine maintenance, or an issue that will be repaired when we do scheduled repairs. . The goal is that home owners will receive a timely response as to how and when the reported issue will be addressed. Resolution will be tracked by the Board as well as the Building Committee.