



**Home  
Maintenance  
Concepts, LLC**

*We take the stress out of home repairs!*

**Property Management  
of Chester County**



## **Maintenance & Repair Requests**

<b>Reason</b>	<b>Purpose</b>	<b>Contact Means</b>	<b>Telephone or Email</b>
Emergency	Personal or Property Harm	Telephone	911
Maintenance	Emergency	Telephone	610-733-9045 or 484-798-0251
Maintenance	Routine	Online or Email	<b><u>See Below</u></b> or mc@myhmcpro.com

- **Deductible**
  - Any deductible for repairs or Convenience Fees will be included in future rent payments in future months
- **Required Information for Service:**
  - Property Maintenance
    - Problem Description (with Photo Preferred)
    - When and How It May Have Occurred
  - Appliance Maintenance: Type, Make, Model & Serial Number
- **To Request Service:**
  - Log in and request the work under "Contact Us" to start the work order. Routine service will be scheduled and completed in 5-7 business days and we will attempt

Payments	Messages
Owed: \$0.00 <input type="button" value="Make payment"/>	<input type="button" value="Contact us"/>

- **Note:**
  - Certain repairs requiring outside vendors or high costs may result in prolonged service times due to prior approvals or scheduling (ie. Systems or Appliances)
  - Non-emergency requests after business hours or on weekends or holidays will be addressed the next business day and if submitted via phone call or text may incur a \$25 Convenience Fee deductible.
  - Routine business hours are Monday – Friday, 9:00 am – 5:00 pm
  - Maintenance deductibles will be charged to the resident during a future rent cycle

**Call: (484) 798-0251, Email: belltavernproperties@gmail.com, Visit:  
www.propertymanagementofchestercounty.com - REV JUL22**