



# CHARLOTTE ANN MAINTENANCE REQUEST DIRECTIONS

Kress Properties requires that all tenants submit their maintenance requests through our property websites. With this system, we gather all of the information we need to get the job completed quickly. If you are unable to access the website, please submit your maintenance request in writing by standard mail.

## Steps for Making a Service Request:

1. Please visit [charlotteannapartments.com](http://charlotteannapartments.com).
2. Once you are on the Charlotte Ann page, please click the Residents tab at the top (see photo below).
3. Hit service request (see photo below) and fill out the form. Please make sure that this form is completely filled out so that we may process your request. Any request that is made without all of the required information will be delayed.
4. Submit your request and wait to hear from our maintenance staff. If you have not heard from our staff within two business days, please notify the office.

Please call the office at 412-635-2471 if there is an emergency maintenance issue. Our afterhours/weekend emergency line is for extreme emergencies only.

