



MAINTENANCE INFORMATION FOR CURRENT RESIDENTS

IMPORTANTE: Si no entiende esta carta, busca para alguien a traducirla, por favor.

PLEASE READ CAREFULLY!

AFTER HOURS MAINTENANCE: Maintenance requests can be picked up at our office or completed on-line at www.assuranceproperties.net. Request forms are also in a metal box located on the post to the right of the office front door. **We do not provide 24-hr maintenance coverage!** Emergency instructions are provided in your house rules. Keep them handy. Parts and materials are not readily available after business hours but most maintenance problems can be contained until a repairman arrives the following work day. Refer to your house rules for phone instructions on specific problems. If you do not have a current copy of the House Rules, check our web site at www.assuranceproperties.net or contact the office.

FOR EMERGENCIES ONLY: If you cannot reach any of the recommended service providers after hours or on weekend/holidays, you can contact any appropriate licensed contractor. You will be reimbursed if the following conditions are met:

- 1) You must first leave a detailed message on our office voice mail that includes your name, address, a description of the problem, and who you contacted.
- 2) After hours service calls must be a property or life-threatening emergency that cannot wait until normal business hours.
- 3) You must provide a valid invoice detailing who did the work, when it was done, and what they did.

PLEASE USE COMMON SENSE WHEN DEALING WITH MAINTENANCE EMERGENCIES: Maintenance costs directly impact rent rates, so its in everyone's best interest to use common sense and help keep maintenance costs down. For example, if you have a major leak and cannot shut off the appropriate fixture, shut off the main water supply to your residence or call the water company for your area and have them shut the water off at the meter. Sometimes maintenance problems are inconvenient, but repairs should only be done outside of normal service hours when absolutely necessary.

When you have a maintenance problem, please let service personnel know of any other problems you are having while they are there! A service call fee is charged every time someone comes to your home. Please notify us of maintenance problems when they occur. We want to know about them since

some can cause more damage if they are not corrected. In-house and outside contractors of any kind have busy schedules and all maintenance requests are taken care of in order of priority.

CONTACTING US: The phone number you should use to reach us is 801 263-9900. If you need to see us in person, please call ahead for an appointment. We realize that sometimes it may be difficult to reach us. Please be patient! We receive approximately 90-120 calls per day. If we are on the phone, or out showing a property, you will get our voice mail. If you have an urgent problem or question, please leave a message and we will get back to you just as soon as we can. Most questions can be answered by referring to your Rental Agreement or House Rules.

Thank you for your cooperation and patience.