

Maintenance Request

Please fill out **completely** and return to our office via fax (850 497-0715), email (terri2paradise@aol.com) or mail to 13260 Sorrento Rd Pensacola, FL 32507.

Name: _____
Address: _____ City _____ State _____ Zip _____
Contact # _____ Alternate # _____
Email Address _____

Location of Problem _____
Description of Problem – Please be very specific _____

If the problem is with an appliance, please provide the make, model # and serial # of the appliance

EMERGENCIES:

Dial 911 if you have a life threatening emergency. If it is after hours and you have an emergency, please call our office number (850 492-6972) which is forwarded to a Licensed Real Estate Agent.

Please note that not all calls received will be deemed emergencies, in which case they will be handled the next business day and maintenance/service scheduled within 7 days.

An EMERGENCY is defined as:

- 1) No heat to the home, when:
 - a) The temperature outside is below 40 degrees Fahrenheit and
 - b) There is no alternate source of heat
- 2) The following plumbing problems:
 - a) Gas leak
 - b) Leaks which are causing secondary damage
 - c) No bathroom facilities (i.e., mainline stoppage)
 - d) No water to the home
- 3) Electrical situations which could lead to fire, or no power to the home
- 4) Air conditioning when a medical emergency may be created (i.e., elderly, pregnancy, asthma)
- 5) Refrigerators not cooling *at all* – only one unit in the home

I have read, understand and agree to the following:

All non-emergency maintenance requests will be scheduled within 7 days of submitting this form, depending on vendor schedules. You will be charged for the service call and repair cost if the damage or repair was caused by any of the authorized residents or their invitees or guests. Please check your lease to see if your request is an item that is your responsibility. Also keep in mind that as per your lease, you are responsible for all repairs under \$100.00. If you feel that your situation is urgent enough to insist that a vendor come out after normal business hours, we will offer service sooner as long as the tenant understands and agrees that they will be responsible to pay the difference between the straight time vendor rates and any overtime rates required.

Tenant Signature

Date