

Dear Tenants,

General maintenance issues & requests are submitted online through your Tenant Portal. You should have already set up your Tenant Portal when you signed the online lease. For emergency maintenance, see "Emergency Maintenance" below.

In your portal, click on "Submit a Maintenance Request." Once you have followed the prompts and fully submitted the request, a notification will be sent to APM. Every weekday morning these notification are checked. You will be notified one of the following:

1. The repair has been scheduled and the vendor will be contacting you;
2. APM will need approval from the owner to complete said repair;
3. The repair will not be scheduled at this time with a reason stated.

Emergency Maintenance

IMPORTANT: If you or anyone else is in danger, call 911

Then, if there is an emergency that needs to be addressed immediately, call 435-619-3619. Please follow the instructions below to avoid being charged extra fees:

An emergency is:

- When there is an immediate risk to Life or the Property (i.e. Broken Pipes, Fire, Flood, Heat going out during winter, etc.)

Examples of NON-emergencies:

- Locked out at 2 am (There are 24/7 locksmiths that you can call & pay for)

- Clogged drains (They need to not be used until the next morning when a plumber can go address it; Don't run more water or continue to use the drain. The exception is when it is continuing to back-up & run & can't be shut off; Then it would be an emergency)
- Appliances not working (i.e. my oven isn't working. Someone can go out the next day to look at it.)

It is important to understand the difference between how we define an emergency & a non-emergency. If a vendor is sent out in the middle of the night on an emergency call that ends up *not being a true emergency* as listed above, the extra cost will be billed to you, the tenant. If it can wait until morning, it will save everyone from extra costs.

Regards,

Agent/Manager

APM

435-619-3619