



**BULLHEAD CITY PROPERTY MANAGEMENT & SALES**  
1788 HIGHWAY 95, SUITE 14, BULLHEAD CITY, AZ 86442  
OFFICE: 928-704-2727 FAX: 928-704-2726  
[bhcms4rent@gmail.com](mailto:bhcms4rent@gmail.com) [www.rebhc.com](http://www.rebhc.com)

July 18, 2018

Dear Tenant(s)

The purpose of this correspondence is to review Tenant responsibilities with regard to repairs.

- As per your Residential Lease Agreement (page 4, line 139) **ALL** repairs **MUST BE** requested **IN WRITING**. This requirement is also in accordance with the ARLTA (Arizona Residential Tenant Landlord Act and identified in your Residential Lease Agreement Page 4, Lines 147-149).
- **WHAT DOES "IN WRITING" MEAN:** You may request repairs by filling out a form in our office, printing out a form from our website and bringing to office or faxing, or you may email your request. Our contact information is listed in heading above.
- Repairs **ARE NOT** to be called over to office (unless an emergency) and **ARE NOT** to be called over or requested to a Vendor or Owner. **ALL NON-EMERGENCY MAINTENANCE ISSUES MUST BE IN WRITING! NO EXCEPTIONS!**
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- If there is an emergency, ie., Flooding, water heater, AC (during summer), etc., a call **MUST** be made to Property Management to report the issue. If the emergency, and **ONLY** an emergency, occurs **AFTER** normal business hours, you must contact Property Management via the emergency number which was provided to you at time of lease signing. This number can also be found on our website. **DO NOT CONTACT VENDOR OR OWNER FOR ANY REASON REGARDING ANY REPAIRS. NO EXCEPTIONS.**
- **AIR CONDITIONING DURING SUMMER MONTHS:** As we all know, the summers can reach uncomfortable highs. Once Property Management is notified of an Air Conditioning issue by the tenant, a vendor will be contacted immediately. Understand that if an AC issue is reported in the late afternoon/evening, you may not be contacted until the following day. **TENANT IS RESPONSIBLE FOR CHANGING AC FILTER(S) MONTHLY PER YOUR LEASE AGREEMENT. FAILURE TO DO SO COULD CAUSE TENANT TO BE RESPONSIBLE FOR AC REPAIR CHARGES.**

**IF AN APPOINTMENT IS SCHEDULED WITH TENANT FOR A REQUESTED MAINTENANCE REPAIR AND TENANT FAILS TO BE THERE AS SCHEDULED, TENANT WILL BE RESPONSIBLE FOR PAYING MISSED SERVICE CALL FEE CHARGED BY VENDOR PER LEASE AGREEMENT PAGE 4, LINES 141 – 142.**

If you have any questions, please feel free to contact our office during normal business hours (M-F 8am-4pm).

*Kristeen Rohrbacher*

Property Manager/REALTOR  
Bullhead City Property Management & Sales  
928-704-2727 Office