

Emergency & Non-Emergency

Maintenance Request Procedures and Guidelines

REO Leasing Solutions wants to ensure that all maintenance emergencies are dealt with quickly. To help us do this, we ask that our residents review and follow the guidelines below. If you have a maintenance request that is an emergency, please contact our office immediately at 1-800-963-4718. If you are requesting maintenance that is not an emergency, please complete our online maintenance request form or contact the office during business hours. Non-emergency maintenance requests are prioritized and handled accordingly in a timely matter.

As a general rule, an emergency is anything relating to the property under lease that is threatening to life, health or the property and cannot wait until the next business day to be addressed. The following guidelines will assist as to what constitutes as a maintenance emergency:

Clogged Toilet: This will be considered an emergency only when the toilet clogged is the only toilet in property AND the resident has made every effort to clear the stoppage themselves. Upon submitting your maintenance request, either emergency or not, turn off the water valve behind the toilet to prevent further over flow or flooding.

Broken Pipe: This is considered a maintenance emergency. Turn off the water valve that is associated with the broken pipe or the exterior water main until our maintenance professional arrives. Do everything within your reasonable power to contain the leak to prevent flood damage.

No Hot Water: This will be considered an emergency only if there has been no hot water for at least 12 hours. Typically this will be handled in a timely manner during normal business hours.

Heater Repair: This constitutes an emergency only if the outside temperature is falling below 50 degrees. Before reporting this as an emergency, please check all fuses and circuit breakers.

AC Repair: This will be considered an emergency only if the outside temperature is above 85 degrees and in the summer. Normally this will be handled in a timely manner during normal business hours.

Gas Odor: This constitutes an emergency. If you suspect leaking gas, turn off the gas appliance(s) and the gas supply to that appliance immediately. The shut off handle should be relatively easy to find on the supply line. Call your gas provider and our office to report the situation right away. (*Check to see if

there is a danger of using a phone where there is a gas leak.)

Broken Doorknob, Lock, or Window: If it prevents the resident from properly securing the property, it is considered an emergency. If it's determined that temporary measures can be taken until normal business hours, please do so and contact R2L the following business day. Do not jeopardize your safety.

Lock-Outs: R2L is not responsible for furnishing keys to residents who have locked themselves out of their home and this will not be considered an emergency. It is the resident's responsibility and obligation to ensure we are provided a copy of the new key.

No Electricity: This will be considered an emergency only if the electricity is out in the entire property AND the resident has checked with the local electric company to confirm there is not an area outage; the circuit breaker has been checked and reset along with checking the fuses. Partial electrical outages do not constitute a true emergency and will be addressed in a timely manner during normal business hours. If an outlet begins to smoke or it smells like something is burning, turn off the circuit breaker and contact us right away. Leave the circuit breaker off until our maintenance professional arrives.

The following maintenance issues are not generally considered emergencies and will be addressed the following business day at top priority:

- Appliances not working
- Clogged garbage disposal
- Roof leaks (steps should be taken to minimize damage and loss)

If you are experiencing a situation that was not mentioned above and seems immediately dangerous, damaging or detrimental, please call our office to report the emergency without delay.

MISSED APPOINTMENTS AND NEGLECT

The resident is responsible for the payment of any invoice for which the repair was made for damage, etc. caused by their misuse or neglect. The resident is also responsible for the payment of any service call charged by a vendor for a missed appointment.

Please remember – Residents are responsible for moving any personal items a sufficient distance away from the area to be repaired or item/equipment to be serviced. REO Leasing Solutions and/or our maintenance professionals will not move personal items and are not liable for any damage incurred from this policy not being abided by.

Although your request may constitute an emergency, R2L reserves the right to postpone or reschedule repair due to acts of God, forces of nature, emergency closures for safety or any other acts beyond our control.

WE ARE HERE TO MAINTAIN THE PROPERTY IN A SAFE AND HABITABLE CONDITION AND TO SERVICE YOU AND YOUR NEEDS AS EFFICIENTLY AS POSSIBLE. WE APPRECIATE YOUR COMPLIANCE TO THESE GUIDELINES.