



## MAINTENANCE PROCEDURES - Emergency/Non-emergency

The Lease requires that all maintenance requests be submitted in writing through the Rentec Direct website or application. You should have received access to the site when your lease was signed. (Please contact us if you need a new login code.) Texting is not sufficient to have your issue addressed in a timely fashion. Maintenance of scattered-site single-family homes is not like maintenance of multi-family properties. There is no maintenance man on staff just a short walk or golf cart ride away. We hire independent contractors that are licensed and insured to work on all properties. Each and every service call from any contractor costs the owner money. Therefore it is vitally important that you follow all of the instructions below.

### Emergency Maintenance

(Note that this is not an exhaustive list as we can't provide all possible scenarios, however, this should give you a reasonable guideline)

Issues that constitute an Emergency:

- Anything related to the property under lease that is a threat to life, health or the property. If the situation is life threatening, please call 9-1-1 immediately and report to us after the situation is under control and the authorities are on the scene.
- Fire, flood, sewage back-ups, gas odors, roof leaks, lighting strike, broken water pipes;
- No heat when the outside temperature is below 45 degrees
- No air-conditioning when the outside temperature is over 90 degrees for more than 4 hours
- A fallen tree onto the house
- If an issue arises that you think may constitute an emergency but is not on this list, contact management for clarification.

Issues that do not constitute an Emergency:

- Refrigerator not running
- Locking yourself out of the house
- Power or natural gas off
- Water heater not heating water
- Oven not working
- Dishwasher not running
- Electrical fixture not working

While these issues are certainly inconvenient, uncomfortable, and exasperating, they are not emergencies. These items will be repaired during the normal business days and times and at the regular service rates. Please remember that



neither management nor the property owner is ever liable for any loss or damage to any of your belongings, including food, for any reason or cause whatsoever. Please reach out to your renter's insurance provider if needed.

Always have your renter's insurance policy and contact information updated so that you can recover any possible personal property losses.

## Do not call a contractor on your own!

You are not authorized to perform or contract for any repairs on the property. If you call a contractor and incur any bill or invoice for any repair on the property, you are doing so at your own cost. Neither management nor the property owner will reimburse you for those costs. You must contact management so that we can arrange for all repairs/maintenance on all systems, appliances, and the structure of the property. For all after-hours emergency repairs, please call 678-250-5458. Leave your name, property address, a call back number that you will answer, and the nature of the problem. Keep in mind that we will endeavor to respond as promptly as possible, but the response time frame may extend up to 4 hours or more depending on the time of day or night you are calling.

## Routine Maintenance

This sort of maintenance is considered non-emergency, but does need our attention for repairs: non-emergency heating and air conditioning issues, broken windows, plumbing repairs, appliance repairs, loose railings, electrical issues, etc. Complete the online Repairs – Report an Issue form located at <https://secure.rentecdirect.com/tenants/login.php>. You can expect a response from management by the next business day for an estimate of time for completion. Keep in mind that during the change of seasons and times of extreme heat or cold, there may be delays in obtaining professional contractors for service due to the significant volume of repairs in the area.

## Minor Maintenance

For very minor repair or replacement such as leaky faucets, fencing, garage door openers, ice makers, etc., please complete the online Repairs – Report an Issue form located at <https://secure.rentecdirect.com/tenants/login.php>. You can expect a response from management by the next business day for an estimate of time for completion which could extend up to thirty (30) days depending upon the nature of the problem and contractor schedules.

## Resident Damage or Abuse

Damages caused by abuse or misuse of any component at the property will be charged to you. We will rely solely upon the service contractor to inform us as to the cause of the problem. For example: If the HVAC Filters are not changed and the coils become clogged the cost of the HVAC Contractor will be your responsibility. It is not a defect of the HVAC system and you should expect the minimum cost to be over \$200. If the plumbing is clogged due to items dropped in the



toilet (brushes, toys, diapers, sanitary napkins or personal items), the cost of the plumber will be your responsibility. Expect the minimum cost to be \$200. This is not considered a failure of the systems in the property and you should do everything you can to handle these issues yourself. Unless the contractor can prove it was not caused by you (such as roots in the system, pipe collapsed, septic tank backup due to age), then it is assumed it was caused by persons and was not a defect of the property. Clogged plumbing in the baths, laundry and kitchen is your responsibility.

### Please Note the following important messages

If you claim you have an emergency and we discover that one never existed, you will be charged the service cost from the contractor who responded to the call plus administration fees. Unnecessary calls will cost you money. Do not call after hours unless a true emergency actually exists. If we discover through the contractor that the problem is one of your making, then you will be charged for the entire cost of the service call from the contractor.

If we make an appointment with any contractor to provide a service to the property (and have confirmed that date/time with you) and you or a person 18 years old or older is not present when the contractor arrives, then the contractor will not enter the property and you will be charged a fee for the contractor's trip cost. Please make sure that we have your best contact phone numbers as management or the contractor will call to seek more detail about the problems that are occurring at the property. Failure to respond to our calls will simply result in extended delays in someone getting out to the property.

Thank you for adhering to this policy.