

# LAEBON RENTAL COMMUNITIES

## MAINTENANCE REQUESTS

One of the biggest advantages in living in a Laebon rental community is that our on-site resident manager and maintenance team are always willing to help provide our residents with all the comforts of home. As we all know, sometimes something in your home may need to be repaired, and it's important to understand the difference between non-emergency and an emergency maintenance item when they occur.

### MODERATE-PRIORITY MAINTENANCE ITEM

A moderate priority or non-emergency maintenance item is a scenario that does not require immediate attention and can be handled during normal office hours of the resident manager. An example is a stove burner that won't heat up. These issues may require a few days before a maintenance professional is able to schedule a visit to your home without it endangering your health or potentially damaging your apartment. These types of requests can be submitted through the website maintenance request form.

### HIGH-PRIORITY MAINTENANCE ITEM

If there is a maintenance item that requires expedited attention, but not immediate attention, it is considered a high-priority maintenance issue. These high-priority issues receive priority over non-emergency issues and are usually done during regular maintenance hours. An example would be a toilet that runs continuously. These types of requests can be submitted through the website maintenance request form.

### EMERGENCY MAINTENANCE ITEM

Emergency maintenance item requires immediate attention for the safety of the occupants, the property and your belongings. Contact the resident manager by phone immediately. One of our on-site maintenance staff members or a designated trade partner will be in contact with you shortly after receiving the call to get more information about your situation. The after-hours maintenance member will visit your home as quickly as possible.

For landlords, maintenance requests and property upkeep are a part of the job. To protect our tenants, emergency assistance is available 24/7 for serious, unexpected problems; however, there are only a few situations that you should call for emergency help. Listed below are some examples of possible maintenance concerns and how they would be classified.

## Possible Maintenance Concerns

Non-Emergency Item	High Priority Item	Emergency Item
Patio screen door fell off the track	An appliance is not working (Fridge, Stove, Dishwasher, Laundry)	Fire in the unit or building (Call 911)
Interior door needs adjusting	Toilet will not flush or is running continuously	No electricity (all breakers have been checked to ensure they are on). Other tenants still have power
Stove burner won't heat up	Faucet that drips water	No running water to the entire unit
Bathtub drains slowly or will not hold water in tub	No hot water or only warm water to the faucets	Flooding that cannot be fixed by shutting a water valve (whether it is from a burst pipe or from the exterior of the building)
Loose door handles or bifold knob that has pulled through the door	Broken window or broken exterior door.  Exterior door will not latch or lock	Door Locks Malfunction and a tenant cannot enter or exit their unit (does not include being locked out)