

Subject: Maintenance Request Received – Action Required

Dear Tenant,

Thank you for submitting your maintenance request.

Per Paragraph 18 of your lease, tenants are responsible for routine upkeep and for conditions caused by normal household use or misuse. Before we dispatch a vendor, please complete the applicable troubleshooting steps below and reply confirming:



Electrical / Power Issues

- Breaker panel reset (fully OFF, then back ON)
 - All GFCI outlets reset (kitchen, bathrooms, garage, exterior)
 - Any wall switches controlling outlets verified ON
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HVAC Not Cooling / Heating

- Air filter replaced (lease requires regular replacement per manufacturer guidelines, typically monthly)
- Thermostat batteries replaced
- Breaker reset
- Outdoor condenser clear of debris

Failure to replace filters may result in service charges being billed per the lease.



Low Water Pressure (Single Faucet Only)

- Unscrew faucet aerator
- Rinse debris and soak in white vinegar 30–60 minutes
- Reinstall and test

Low pressure at only one fixture is commonly caused by mineral buildup.



Slow or Clogged Drain

- Attempt clearing with plunger
- Use drain-safe cleaner

If a vendor determines the stoppage was caused by foreign objects, grease, wipes, hair buildup, or improper disposal, charges may be billed in accordance with the lease.



Garage Door Not Working

- Reset garage GFCI outlet
 - Confirm breaker is ON
 - Replace remote batteries
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Pest / Bed Bug Concerns

Per Paragraph 14(A)(9) of the lease, tenants are responsible for periodic, preventive, or additional extermination costs, including treatment for bed bugs, unless otherwise required by law.

If submitting a pest-related request, please include:

- Type of pest
 - Location
 - When first noticed
 - Photos (if available)
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Important Information Regarding Scheduling & Delays

- Please ensure your contact information (phone and email) is current in the tenant portal.
- Failure to respond to scheduling messages or failure to update contact information may result in repair delays for which management is not responsible.
- If a vendor is dispatched and cannot access the property due to tenant absence, pets not secured, or denied entry, any trip charge or service fee may be billed per the lease.
- Missed or canceled appointments without proper notice may result in a service fee.

Please ensure pets are secured and clear access is provided to the affected area.

Once you confirm the above steps have been completed, we will proceed accordingly.

Thank you,
SPRG Management