

Residential Maintenance Request Form

Before completing the maintenance request form, please read the trouble-shooting guide provided below. Completing these steps can save you time and minimize the damage to your property.

- For Non-Emergency repair, please complete the form below, our property manager to get back to you at his/her earliest convenience.
 - If this is an emergency, please call our office at 650-697-3800 during business hour (Monday-Friday 10 a.m. - 6 p.m.). Or call 415-828-7568 for after hour emergencies.
1. **Fire, Gas or Natural Disasters:** Immediately call 911, and then call us to report the problem.
 2. **Locked out of property:** call your local locksmith.
 3. **Smoke Detector beeps:** replace battery.
 4. **No power to outlets or switches:** Check and reset all GFI (Ground Fault Indicator) outlets (located in kitchen, bathrooms, utility rooms, and garages). Check and reset circuit breaker panel.
 5. **Garbage disposal doesn't work:** You can reset it by pressing the button underneath the garbage disposal and remove the object which is causing the obstruction, turn back on, and test.
 6. **Plumbing, fixtures, or toilet leak:** Turn off water supply line and notify your property manager immediately.
 7. **Clogged toilet:** Plunge and test.
 8. **Dishwasher won't drain:** Clean food out of bottom of dishwasher.
 9. **Dishwasher grinds or no water is coming in:** Turn off the dishwasher, if no water is on the bottom pour two large glasses of water into the bottom and re-start.
 10. **Refrigerator too warm or too cold:** Check if thermostat in refrigerator is set correctly.
 11. **No electricity:** (1) Check all breakers; flip them to the OFF position and then turn back to ON position. (2) Call PG&E to report the problem and make sure your account is active.
 12. **No hot water:** Check thermostat, check to see if pilot is on.
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Today's Date: _____

Name: _____

Phone Number: _____

Email Address: _____

Property address: _____

Gate Code (If Applicable): _____

Alarm Code (If Applicable): _____

Please indicate the type of problem you are having by checking the appropriate box below:

- Appliance (Please tell us th
- Electrical
- Plumbing
- Structural (Roof, Ceiling, Wall, ect.)
- Air Conditioner
- Heater
- Hot Water
- Clogged Toilet or Drain

Permitted to Enter?

- Appointment Only
- Permitted to enter at any time

Pet inside the property?

- Yes (*All pets must be contained for maintenance to be performed.)
- No

Detailed Description: