

SERVICE REQUEST PROCEDURE

Project Name: Live Oak Apartments

Resident Name: _____

Apartment Number: _____ Date: _____

I have read the Project Rental /Lease Agreement given to me at time of move-in:

I am aware that I must advise the Project office when maintenance or repair work needs to be performed in my apartment. **I am aware** that this can be done by one of the following methods:

1. By going to the Project Office during normal working hours, and completing a "Service Request".
2. If I cannot come to the Project Office in person, I will call the Project Office during normal business hours to put in my "Service Request".
3. In emergency situations, when the Project Office is closed, I will call the Project Office telephone number and leave a message with the answering service, Standby/Backup personnel, pager system, etc.
4. All non-emergency requests for repairs will be handled during normal Project business hours.

I am aware that I am not charged for normal wear and tear repairs/maintenance performed in my apartment. However, I will be held responsible for any and all damages/repairs resulting from my negligent actions or those of my guests.

I am aware that Maintenance Staff are paid by Management and **SHOULD NOT** receive any form of payment from me for the necessary maintenance they perform in my apartment.

I am aware that the Project Maintenance staff is not available to perform personal services for me. **I am also aware** that I must hire my own repairperson to repair my TV, move furniture, etc. In addition, when I pay for a utility I must call that utility company to repair that utility (cable, telephone or gas/electricity).

I am aware that, if I do not report to the Project Office repair work that needs to be performed in my apartment, I may be charged for damage incurred as a result of my negligence.

Owner/Agent

Date

Signature

Date

Signature

Date