



## What to Include in a Maintenance Request

**A comprehensive maintenance request should contain:**

- Resident's Full Name: Ensure that the name matches the lease or rental agreement.
- Contact Information: Provide a current phone number and email address for follow-up.
- Unit Number or Address: Specify the exact location of the issue.
- Type of Service Needed: Clearly state whether it's plumbing, electrical, HVAC, etc.
- Detailed Description of the Issue: Include specifics such as when the problem started, any patterns noticed, and any temporary fixes attempted.
- Preferred Access Times: Indicate when maintenance personnel can enter the unit, especially if the resident will not be present.
- Permission to Enter: State whether maintenance staff have permission to enter the unit in the resident's absence.
- Attachments: If possible, include photos or videos of the issue to provide visual context.