

MAINTENANCE REQUEST FORM

REQUEST PRIORITY TYPE: URGENT ___ NORMAL ___

DATE: _____ ! TIME: _____

NAME: _____

ADDRESS: _____

HOME PHONE _____ CELL _____ WORK _____

EMAIL _____

PROBLEM/WORK REQUIRED:

Please describe the problem in full detail, including the history of the problem, exactly which area it affects, etc. If the problem involves an appliance, please describe the appliance, its make and model number. (This information is printed somewhere on the appliance, often on the door edge).

Ok To Enter: ___ Yes ! ___ No

When this Maintenance Request is submitted the Tenant/Owner authorizes Property Manager to enter the property and carry out the requested work. A single phone call or text in advance will be given advising when the technicians will be arriving. If No please put times of availability.

Send to: Del Felice Realty 470 Tres Pinos Road, Hollister, Ca 95023 Fax: 831-665-5286! Email: delfelice@garlic.com

TO ALL RENTERS- EFFECTIVE IMMEDIATELY!

1. Effective immediately, I will only be responding to calls, texts or emails between the hours of 9am to 4pm Monday through Friday.
2. If an EMERGENCY situation arises after hours or during the weekend, you may contact me with a clear description of the issue by calling, texting or emailing. I will do my best to respond to these situations, if in fact, it is deemed an emergency situation. (See below what qualifies as an emergency situation).

Non-Emergencies-items that will need to be resolved during business hours:

- The following are non-emergencies: refrigerator not cooling, locked out of the house, air conditioning not working, oven not working or insect sightings.
- Neighborhood disturbances: such as neighbors being too loud or doing any illegal activity should be handled by the police department.

Emergencies:

- Electrical - Fire Smoke, No Power or Over-heated fixtures; if there is no electricity then please do the following:
 - *Contact your electric company to find out if you are or are not at fault.
 - *Check all the circuit breakers by flipping them ALL hard to the OFF position and then back on. Make sure to reset all GFI circuits in the house
 - *Partial outages do not represent an emergency!
 - *If a wall switch or outlet begins to smoke or smell, remove all plugs and turn off the switch! If necessary contact your local fire department
- Fire - Call the Fire Department immediately followed by an emergency call to your Property Manager!
- Broken Heater - Only if outside temperatures are falling below 40 degrees
- Broken Doorknob, Lock or Window - Only if it prevents you from properly securing your home. If temporary measures can be taken until business hours, then wait until regular business hours before contacting your Property Manager
- Heavy Structural Damage - To the Roof, Foundation or Walls
- No Hot Water - Only if there is absolutely no hot water and it is during business hours, Monday thru Friday. If there is no hot water at any other time then please use temporary measures.
- Plumbing Issue - If there is a broken pipe then please turn off the water valve to the pipe or the exterior water main until it can be repaired or replaced.
- Clogged Toilet or Drain- This may be considered an emergency ONLY if there is only one toilet in the unit AND you have made every effort, including plunging, to clear the stoppage yourself.
- Theft - Notify the police department immediately. Report details to your Property Manager and Renters Insurance agency the following business day.