



## Maintenance Policy

**EMERGENCY: CALL (801) 850-5673**

### Procedures for requesting maintenance:

1. **All work orders must be submitted in writing** unless you have an emergency. These requests can be submitted through the tenant web portal or via email. Before submitting a work order, check to see if you can determine the cause of the problem. We've provided some troubleshooting tips for common problems on the following pages.
  
2. **Determine the priority of your maintenance request.** Most requests are not considered an emergency. Use the guide below to determine what category your request may fall into and our estimated response time. Your request will be handled in the order it was submitted. NOTE: Response times are based on goals and are not guaranteed.
  - **Priority 3: EMERGENCY** situations that are a threat to the safety or health of individuals or may cause major damage to the property. Examples include fire electrical hazards, flooding, or a tree falling on the house.
    - TARGET response time: Initiate the repair within 8 hours.
  - **Priority 2: URGENT** situations that may interrupt the normal enjoyment of your home or could develop into an emergency if not addressed soon. Some examples include a leaking faucet, slow drains, constantly flushing/running toilets, malfunctioning appliance, loss of hot water, malfunctioning sprinklers, etc. ○ TARGET response time: 7 days.
  - **Priority 1: ROUTINE** issues that should be done to protect the long-term value of the property or ensure the comfort of the tenant. Examples include broken window screens, repairing fencing, gutter cleaning, driveway or parking lot maintenance, etc.
    - TARGET response time: 30 days.

**NOTE:** Vendors normally work Monday-Friday, 8:00AM-5:00PM. Owners will pay extra to handle emergency situations after hours or on weekends/holidays. For URGENT or ROUTINE requests, you should expect the work to be done during normal business hours unless you are willing to cover the additional cost for expedited service.

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**3. Emergencies:** Call Incline Property Management at (801) 850-5673. If you do not receive an immediate answer, please leave a voicemail with important details and someone will call you back as soon as possible.

- There are FEW emergencies.
- Definition of an emergency: A life threatening situation that presents a danger to people or property.
  - Emergencies causing immediate danger such as fire, call 9-1-1
  - Emergencies involving gas or propane, call the gas company and, if necessary, 9-1-1.
  - Emergencies involving IMMEDIATE electrical danger, call the utility service.
  - Emergencies such as backed up plumbing or flooding, call (801) 850-5673.
  - Loss of A/C, hot water, or a broken appliance is NOT an emergency. Loss of heat is not an emergency unless the temperature is below freezing.

**4. If it is a non-emergency, please do the following:**

- All non-emergency work orders must be submitted in writing.
  - Submit a maintenance request through the tenant portal:
    - Go to [www.inclinepm.com](http://www.inclinepm.com)
    - Click on “Tenant Portal” and login. If you do not have an account set up, you can follow the instructions to establish one or contact the office for assistance.
    - Once logged in, click on “New Service Request” and fill out the form.
  - Email your maintenance request to [julia@inclinepm.com](mailto:julia@inclinepm.com).
- After submission:
  - After reviewing your work order, we may call to gather additional information or walk you through some trouble-shooting steps in an attempt to resolve the issue
    - If we are unable to resolve the problem, Incline Property Management will approve the work order and assign a vendor.
  - The vendor will contact you to schedule an appointment for repairs. Please remember we are a small community and vendors get very busy. They typically cannot respond immediately unless you have an emergency.
  - Incline Property Management does not sign out keys to vendors. It is your responsibility to provide them with access. If you give them

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permission to sign out a key from the office, please call and let us know in advance.

- Be sure to coordinate with the vendor or Incline Property Management if your schedule changes.
- If you do not hear from the vendor after the work was submitted, report this to the office. We will research the cause of the delay and contact you with an update.
- If anything changes with the situation, please update the work order in the portal, by email, or by calling the office.
  - After repairs are complete, call or email Incline Property Management to tell us if the problem was fixed satisfactorily. If the problem persists or returns and you fail to report it, you may be held liable for any damages caused.

**5. Stand-Up Charge.** If you schedule an appointment with a vendor and fail to show up, cancel within 12 hours or have the home open for them, you will pay their trip charge plus \$25.00. We also reserve the right to enter the home without you present.

**6. Maintenance Charge Backs.** Incline Property Management is responsible for repairing or replacing items broken by normal wear-and-tear. Some repairs are necessary due to accidents, misuse, or abuse. If the vendor reports to Incline Property Management that the damage was not caused by normal use, Incline Property Management will charge the repair costs to the tenant plus 10%. Failure to pay for maintenance charges could cause a default in the terms of your lease and be grounds for eviction.

**7. Scheduled Maintenance.** Some Landlords request certain services be conducted on a regular basis in order to maintain the property. These services may be done with little or no notice to you. For instance, sprinkler setup or winterization, gutter cleaning, HVAC servicing, etc. If these services require vendors to enter the premises, we will coordinate the service with you in advance.

**It is the responsibility of all tenants to report all repairs/maintenance**

**problems.** ● Tenants can incur financial damages if they fail to report maintenance problems. ● Report the following:

- Any sign of mold in the property immediately
- All toilet and faucet leaks and any plumbing backups
- Electrical problems

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- Heating and air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances supplied in property
- Roof leaks
- Broken windows and doors
- Fence repair
- Malfunctioning sprinklers
- Major pest control items such as bees, cockroaches, rats, termites, or other major infestations
- Any other necessary repairs or unsafe conditions

**Tenants will be responsible for the following charges:**

- Failing to report necessary repairs.
- If there is a service call and it turns out it was only a tripped circuit breaker.
- When appliances fail due to operator error.
- When residents cause sewer stoppages/blockages.
- If the tenant fails to meet a vendor at an assigned appointment and there is a vendor charge.
- If the tenant or tenant's guests or invitees cause damage to the property.
- If the tenant's pet causes damage to the property.
- If the tenant reports a repair which does not require service.
- If the tenant fails to replace the smoke detector battery or battery for remote door opener and causes a service call for only battery replacement.
- If a tenant fails to replace HVAC filters, light bulbs, batteries, etc., that result in a service call, all charges will be passed on to the tenant.
- For replacing doors, jambs, broken glass and/or windows unless the tenant provides a police report detailing the cause of the problem showing forced entry by others.
  - For damage to walls, carpets, floors, etc. because the tenant left the windows or doors open during rain or wind.

**Tenants are NOT to do the following:**

- Do NOT wash draperies.
- Do NOT perform electrical work (this does not include changing light bulbs or batteries).
- Do NOT mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior written permission from Landlord or Landlord's agent.
- Do NOT perform repairs unless authorized by KW Westfield Property Management or outlined in this guideline.
- Do NOT deduct any unauthorized or pre-authorized maintenance expense from rent. If you are authorized to conduct maintenance, you will receive payment like any other vendor. Be sure to retain receipts and turn them in with your invoice once the work is

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complete.

Tenants are responsible for HVAC filters, lightbulbs, batteries, appliance filters/cleaning, water softener salt, swamp cooler hook up & winterizations (if applicable), lawn maintenance (if applicable) & sprinkler turn on and winterization (if applicable). We are happy to provide these services at the tenant's expense.

Resident Signature:\_\_\_\_\_ Date:\_\_\_\_\_

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