

What is your first & last name?

What is the name of your community?

What is the FULL address of the unit you are calling about?

What is the best contact number to reach you at?

What is your e-mail address?

Is the unit occupied or vacant? (Please select below):

If the unit is vacant, who may we contact if access is needed?

What number can your contact be reached at?

What is their e-mail address?

Is the unit occupied by a tenant (please select below):

YES

NO

If occupied by a tenant, please provide their FULL name:

What is the best contact number for the tenant?

What is their e-mail address?

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MAINTENANCE & REPAIR TRIAGE

What is the problem you are calling about today? Click on the reported issue below:

[ROOF LEAK](#)

[GUTTER LEAK](#)

[WINDOW LEAK](#)

[DRAINAGE ISSUE](#)

[EXTERIOR LIGHTING](#)

[EXTERIOR DAMAGE \(Siding, Brick, Stucco, Wood Trim, Soffit, Fascia, Deck, Etc.\)](#)

[FENCE/GATE ISSUE](#)

[CONCRETE/WALKWAY ISSUE](#)

[OTHER ISSUE](#)

[COMMON AREA \(INTERIOR NON-UNIT RELATED\)](#)

[COMMON AREA \(EXTERIOR NON-UNIT RELATED\)](#)

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POSSIBLE ROOF LEAK

Where/which room is the leak occurring in your home?

Is the leak near a bathroom vent, chimney, or other location? Please specify:

Are there any units above your unit?
If yes, could be a possible plumbing leak.

If yes, do you happen to know
the unit number above?

YES

NO

How many stories is your unit on the front?

On the rear?

What type of roof is it?
(Shingled, Flat, High-Pitch, Other, please specify below):

DO YOU HAPPEN TO HAVE A PHOTO YOU CAN SEND TO US?

****Provide them with an e-mail address to submit the photo to.****

Is there any additional information you can provide us regarding the leak?

POSSIBLE GUTTER LEAK

Where is the leaking gutter located on the unit?
(Front, Rear, Left Side, Right Side, please specify below):

Please describe where, on the gutter, you are noticing the leak.
(At a seam?, At the end of the gutter? Other, please specify below):

How many stories is the gutter from the ground?

DO YOU HAPPEN TO HAVE A PHOTO YOU CAN SEND TO US?

****Provide them with an e-mail address to submit the photo to.****

Is there any additional information you can provide us regarding the gutter leak?

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POSSIBLE WINDOW LEAK

Where on the unit is the leaking window located?
(Front, Rear, Left Side, Right Side, please specify):

Which story of the unit is the window located?

How many stories is your unit on the front? On the rear?

DO YOU HAPPEN TO HAVE A PHOTO YOU CAN SEND TO US?

****Provide them with an e-mail address to submit the photo to.****

Is there any additional information you can provide us regarding the window leak?

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POSSIBLE DRAINAGE ISSUE

Is water currently entering your unit?

YES

NO

If yes, where is the water entering your unit?

(Front, Rear, Left Side, Right Side, Garage, Front Porch, Back Patio, Other, please specify):

Do you notice any standing water outside your unit?

YES

NO

If yes, where is it observed?

Please be as specific as possible:

DO YOU HAPPEN TO HAVE A PHOTO YOU CAN SEND TO US?

****Please provide them with an e-mail address to submit the photo to.****

Is there any additional information you can provide us regarding this drainage issue?

EXTERIOR LIGHTING ISSUE

Where is the light located on your unit or building OR is it a common area light?

(Front, Rear, Left Side, Right Side, Eave, Landscape, Other, please specify):

What story of the unit or building is the light located on?

Can you tell me what type of a light it is?

(Select below):

If other, please specify if possible:

Is there more than one light out?

YES

NO

If so, can you describe the locations of the lights out?

Is there any additional information you can provide us regarding the lighting issue?

EXTERIOR DAMAGE ISSUE

What type of exterior damage are you reporting?
(Siding, Brick, Stucco, Wood Trim, Fascia, Soffit, Deck, Other, please specify):

What story of the unit or building is the damage located on?

How many stories is your unit on the front? On the rear?

Where, on the building is the damage located?
(Front, Rear, Right Side, Left Side, please specify):

Can you describe the damage?

DO YOU HAPPEN TO HAVE A PHOTO YOU CAN SEND TO US?

****Please provide them with an e-mail address to submit the photo to.****

Is there any additional information you can provide us regarding the exterior damage?

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FENCE/GATE ISSUE

What are you reporting damage to?

FENCE

GATE

Is this a unit or common area gate/fence?

UNIT

COMMON AREA

What type of material is it made of?
(Wood, Metal, Other, please specify):

If it is a common area gate/fence, can you
provide me the location of the damage?

Can you describe the problem?

DO YOU HAPPEN TO HAVE A PHOTO YOU CAN SEND TO US?

****Please provide them with an e-mail address to submit the photo to.****

Is there any additional information you can provide us regarding the issue?

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CONCRETE/WALKWAY ISSUE

What type of damage are you reporting?
(Trip Hazard, Cracking, Settlement, Other, please specify):

Can you describe the general vicinity of the damage?

DO YOU HAPPEN TO HAVE A PHOTO YOU CAN SEND TO US?

****Please provide them with an e-mail address to submit the photo to.****

Is there any additional information you can provide us regarding the issue?

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OTHER ISSUE

Please explain the issue you are reporting:

Can you give the general vicinity of the reported problem?
(Landmark, Unit #, Etc.):

DO YOU HAPPEN TO HAVE A PHOTO YOU CAN SEND TO US?

****Please provide them with an e-mail address to submit the photo to.****

Is there any additional information you can provide us regarding the issue?

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COMMON AREA ISSUE (INTERIOR NON-UNIT RELATED)

What is the issue you are calling about today?

Elevator

Emergency Lighting

Fire Alarm System

Fire Sprinkler System

Flooring (Carpet)

Flooring (Other)

Handrails

HVAC

Interior Doors

Interior Walls/Ceilings

Landings

Lighting

Pest Control

Plumbing

Restroom (Men's)

Restroom (Women's)

Stairs

Trash Chute

Trash Compactor

Water Leak

Other

Can you describe the location of the reported interior issue?

Can you describe the problem?

DO YOU HAPPEN TO HAVE A PHOTO YOU CAN SEND TO US?

****Provide them with an e-mail address to submit the photo to.****

Is there any additional information you can provide us?

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COMMON AREA (EXTERIOR NON-UNIT RELATED)

What is the issue you are calling about today?

Common Area Drainage	Playground
Driveway/Parking Areas	Pool Fence
Entrance/Exit Gate	Pool Gate/Closer
Fire Hydrants	Pool (Other)
Handrails	Stairs
Irrigation System	Retaining Wall
Landings/Breezeways	Sidewalk/Street
Landscaping	Sign
Lighting (street lights)	Trash/Recycling
Mailboxes	Tree
Pedestrian Gate	Utility
Perimeter Fence	Walking Trail
Pest Control	Water Feature
Phone	Other

Can you describe the location of the reported exterior issue?

Can you describe the problem?

DO YOU HAVE A PHOTO YOU CAN SEND TO US?

****Provide them with an e-mail address to submit the photo to.****

Is there any additional information you can provide us regarding this issue?

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