

MAINTENANCE REQUEST

All repair requests must be submitted using the form below. Prior to submitting this form, please read the trouble-shooting tips on the other side.

If you are having a fire, electrical, water or other emergency - please contact your local emergency organization (911) then notify us at (800) 704-3920 x201.

If you have a noise disturbance or parking violation, please call the Long Beach Police Department non-emergency number at (562) 435-6711.

Please submit this form by:

Email: service@entouragepm.com

Fax: 800-704-3038

Mail: Entourage Property Management, PO Box 14903, Long Beach, CA 90803

Please allow **24 hours** for us to respond to you. Requests will be addressed in order of priority and severity.

PERSONAL INFORMATION

Name:

Address:

Apt:

City

State:

ZIP:

Email:

Mobile phone:

Work phone:

Fax:

REPAIR REQUESTED

Describe problem/repair needed (be specific)

Do we have permission to enter if you are not home? Yes No

Provide a 4-hour window we may meet you, M-F between 8:00 – 5:00:

Do you have pets? Yes No If yes, and you will not be home, the pet will need to be placed in a closed room prior to repairman or service technician entering the property.

ACKNOWLEDGEMENT

Tenant agrees to the applicable service fees stated on the reverse side of this form. Tenant also agrees to pay a \$85 service charge if an appointment is made and the work cannot be done due to lack of access to the property. If it is determined that the necessary repair is due to neglect, tenant will be responsible for payment.

SIGNATURE

Signature:

Date:

Print Name:

TROUBLE-SHOOTING TIPS

Before completing the maintenance request form, please read the trouble-shooting guide below. Completing these steps can save you money! Tenants may be charged for a service call if the service person determines that the tenant failed to perform routine maintenance task as outlined below:

- 1. Locked out:** Call us at 800-704-3920 x201. We will charge a \$50 service fee and may not be able to get to you for up to 24 hours. Or you can call the locksmith (at your own expense) at 800-530-6122.
- 2. Clogged Drain:** Call us at 800-704-3920 x201. We will charge a \$50 service fee and may not be able to get to you for up to 24 hours.
- 3. Toilet is plugged:** Plunge and test. Call us at 800-704-3920 x201; we will charge a \$35 service fee and may not be able to get to you for up to 24 hours.
- 4. Smoke Detector won't work when tested:** Test with approved smoke detector smoke spray, replace battery.
- 5. Smoke Detector beeps:** Replace battery, check for proper wire termination connection.
- 6. No power to plugs or switches:** Check and reset breaker panel or replace blown fuses. Check and reset all GFI outlets (located in kitchen, bathrooms, utility rooms, and garages). Check if plug works off a wall switch.
- 7. Garbage disposal doesn't work:** When on, do you hear a buzz? If you do not hear a buzz, hit the reset button on the bottom of the disposal and test. If you hear a buzz, turn off disposal and unplug from wall. Mounted on the side of the disposal or side of cabinet may be an allen wrench. Put the wrench in the center shaft and twist back and forth (this un-jams the disposal). Remove the object that is causing the obstruction, turn back on, and test. Repeat until the object is removed.
- 8. No hot water:** Check thermostat on tank for proper temperature setting. Check that thermostat is not set to "vacation". Check and reset breaker in power panel. Check and reset button next to thermostat.
- 9. Hot water is too hot:** Check thermostat on tank and turn down.
- 10. Plumbing or fixtures leak:** Turn off water fixture, turn off water at supply line and notify Landlord immediately
- 11. No heat:** Check thermostat. Check that furnace covers are in properly. Check that a switch that looks like an ordinary light switch is turned on (located in or near the furnace room). Did you pay your utilities or issue an order to disconnect the utility?
- 12. Dishwasher won't drain:** Clean food out of bottom of dishwasher.
- 13. Dishwasher grinds or no water is coming in:** Turn off, if no water on the bottom pour two large glasses of water into the bottom and re-start. If problem continues, call Landlord and discontinue use.
- 14. Refrigerator too warm or too cold:** Check thermostat in refrigerator is set correctly.
- 15. Water drips from freezer to refrigerator compartment:** Remove all food and store in a cooler. Turn off refrigerator and allow to defrost. Turn refrigerator back on and replace food.
- 16. No Air Conditioning:** Check all circuit breakers. Clean and replace filter and test.
- 17. No Electricity:** Check all breakers, flip them hard to the OFF position and then hard to the ON position, Check all GFI in bathrooms, kitchens, laundry room, and garage. Replace any blown fuses. Call your electric service provider.