



10600 Montwood Drive #114
El Paso, TX 79935

MAINTENANCE REQUEST FORM

Date
Property Address
Tenant Name
Home Phone
Work Phone
Cell Phone
Email
Location of Problem

*Our maintenance person will be contacting you to set up an appointment.
All animals must be secured during all maintenance visits.*

Description of work requested (please describe in full detail)

If you have scheduled a specific time for work to be performed and we are unable to gain access to the property you will be charged for Trip Charges as per your lease. We share your urgency to remedy maintenance issues and we will promptly respond. We thank you in advance for your patience and cooperation.

Please fax to 915-247-3959 or email to repairs@successrealtyrentals.com

www.successrealtyrentals.com
repairs@successrealtyrentals.com



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MAINTENANCE PROCEDURES

Following are some basic guidelines as to what constitutes a maintenance emergency.

Emergency is defined as: Anything relating to the property under the lease that is threatening to life, health or the integrity of the property. If you are experiencing any of these problems we can take the request over the phone. **Please ask for our Secretary or Angela at 915-594-3339.**

After hours and on weekends please call the emergency number at **1-915-252-7943**. If you get the voicemail, please leave a message. If you have not received a call back within 30 minutes please dial again to insure we received the message. Those situations which are not an emergency should be explained using our online form at www.successrealtyrentals.com or in writing on the form provided, you may mail, place in the drop box, fax to 915-247-3959, or email to: repairs@successrealtyrentals.com.

- **Fire:** Call the Fire Department immediately.
- **A/C Repair:** If the outside temperature is exceeding 90 degrees.
- **Heater Repair:** If outside temperature is falling below 40 degrees.
- **Clogged Toilet or Drain:** Per you lease this is your responsibility call a plumber. If it turns out that there are roots in the line or something is physically wrong with the plumbing we will reimburse you.
- **Pipe Broken:** Turn off water valve to pipe or exterior water main until contractor arrives.
- **Broken Doorknob, Lock or Window:** Only if it prevents Resident from properly securing unit. If temporary measures can be taken until business hours, resident should wait until regular business hours before contacting management.
- **No Electricity:** Only if there is no electricity and 1.) The Resident has called the electric company and found that they were not at fault. 2.) After Resident has checked all the breakers by flipping them **ALL** hard to the OFF position and then back on and 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 switch if necessary call the fire department.

These are the basic calls that may constitute an emergency. If you have a situation other than these, which seems immediately hazardous, damaging or detrimental, please call our office and ask for maintenance. If after hours call the emergency number.

All other routine maintenance request must be put in writing per your lease agreement, please use Maintenance Request Form provided. No routine or non-urgent calls will be accepted at any time by phone.

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