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Smart Real Estate Sales, Leasing, & Property Mgmt & Maintenance

The Velie Realty Maintenance Service Call Process

When you need maintenance service at your Velie Real Estate rental property you must contact your property manager directly or contact the office by phone or a visit. The property manager's job is to determine the appropriate steps to take next. This may include a visit to the property to ascertain who is responsible for the repair.

If a repair is the tenant's responsibility, the tenant will have to pay for a service call. If the owner is responsible, the property manager will either call a contractor service technician or repair it themselves. Be aware we can only authorize a repair if it is under \$200 or it is an emergency without prior approval of the property owner.

The following are some examples of a tenant cause maintenance issue:

- Dropping something down a drain that clogs the drain.
- Not changing the A/C filter causing the coil to freeze to a block of ice stopping the air flow (Not changing the filter will cause a higher electric bill).
- Removing the filter and not replacing it. This will cause dust to clog the coils and stop air flow. The tenant will be charged for cleaning the A/C coil -About \$350.
- Clogging the garbage disposal with something inappropriate.

Hope that helps. If you have any questions, please call your Velie Realty Property Manager.

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