



PROCEDURES FOR REQUESTING MAINTENANCE

1. BEFORE SUBMITTING YOUR REQUEST

Determine if it's an emergency or a non-emergency. Check to see if there is something that could be causing what APPEARS to be a repair problem. Examples of this are listed online in the FAQ section (<http://www.overtonpropertiesassociates.com/faq>). Be sure to read these examples carefully prior to submitting a maintenance request.

2. EMERGENCIES

- Fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.
- Emergencies causing immediate danger such as fire call 911.
- Emergencies involving IMMEDIATE electrical danger, call the utility service provider.
- Emergencies such as backed up plumbing, flooding, call the Overton Properties Associates Property Manager emergency number (412) 325-3970 and if necessary, call 911.
- Emergencies involving the smell of gas, call the utility service provider.

3. NON-EMERGENCY

- Light bulb replacement
- Water leaks or plumbing issues
- Damage to the walls, ceiling, floor, doors, etc.
- Electrical or heating system issues
- Heat / air conditioning
- Non working smoke detector/carbon monoxide detector
- Tripped breaker
- Non working appliances that are provided by Overton Properties Associates

4. ACT ACCORDINGLY BASED ON CIRCUMSTANCES

At Overton Properties Associates, your maintenance request is important to us and we would like to see it taken care of as quickly as possible. We have created an online request process to facilitate the reporting of maintenance to our office, even after-hours.



VERTON
PROPERTIES
ASSOCIATES

Online Maintenance Request Submission

IF IT IS A NON-EMERGENCY, PLEASE DO THE FOLLOWING:

Submit a maintenance request online by following the instructions below. Please Note: Online maintenance requests are only monitored during regular business hours. Under normal circumstances, you should receive a response from your Property Manager or contact from a vendor within 1-2 business days. If you are not contacted, please call Overton Properties Associates at (888) 607-8275. If you have an emergency after hours, please call (412) 325-3970 and leave a message.

- **Access the tenant portal www.overtonpropertiesassociates.com/tenants**
- **Go to the Messages tab**
- **Select Contact us**
- **In the Subject field provide a brief description of the issue you would like to report**
- **In the Message field provide a detailed description of the issue. You may also attach photos of the issue you are reporting**
- **Select Save message to submit the request**

OR

Call (888) 607-8275 during regular business hours (Monday - Friday 9:00am - 6:00pm) and inform the party answering that maintenance is needed. If you reach our voice mail system be sure to leave a complete message with a RETURN telephone number, name and the property address you are calling about and follow up during regular business hours (Monday - Friday 9:00am - 6:00pm) in the event the voice mail system fails or you fail to record your message.



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Online Maintenance Request Submission

Explain your problem clearly and calmly, giving your name, telephone numbers & address. A work order will be immediately written for you.

IF IT IS A NON-EMERGENCY, PLEASE DO THE FOLLOWING:

- Explain your problem clearly and calmly, giving your name, telephone number & address. A work order will be immediately written for you.
- Remember, this is a **NON-EMERGENCY** item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show up at an appointment will mean a charge to you. Therefore, be sure to call if you are unable to make the appointment.
- If you do not hear from a vendor within 3-5 days, call your Overton Properties Associates Property Manager and inform them you have not heard from a vendor. The Overton Properties Associates Property Manger will contact the vendor to find out the cause of the delay & inform you as to when service can be expected.
- If a repair has been completed and you are still having difficulty, be sure to call and state you had a recent repair and report the ongoing issue. A recent repair is any repair that occurred in the last 60 days and 30 days for any pest control services. If you fail to report this and there is further damage, you may be responsible for the cost of the damage

CHECK THE FAQ SITE

<http://www.overtonpropertiesassociates.com/faq>

FOR A LIST OF THE MOST COMMON MAINTENANCE ISSUE RESOLUTIONS BEFORE SUBMITTING A MAINTENANCE REQUEST.