



## **WORK ORDER SUBMISSION PROCEDURE**

1. Submit a maintenance request online through the tenant portal on the PropMhomes.com website. Your request must be submitted in writing at. [www.PropMhomes.com](http://www.PropMhomes.com)
2. Provide photo/video of the issue with your request to assist our vendors in being able to complete the service as quickly as possible.
3. Permission to enter must be given for each occurrence.
4. This section shall not be construed to limit the Manager's access to the Premises in the event of an emergency.
5. Manager retains those rights otherwise created and existing pursuant to local law.
6. When a maintenance request is submitted, and assigned to a vendor, the vendor will contact you by phone and provide you with a date and two-hour window when they can attend to the issue. You may choose to either
  - 1) be present for the service work, or
  - 2) leave a key for the vendor to access the home.
7. If you choose to be present but are not at the home during the allotted time, you will be charged a \$75 trip charge, as unfortunately, too many tenants have failed to leave a key or be present.
8. If you do not respond to the vendor call or scheduling attempts within 48 hours, the work order will be closed/canceled.
9. If the issue still requires attention, you will be required to submit a new maintenance request through your tenant portal.

Thank you for your attention to our procedures. We strive to keep the process simple and efficient while completing all requests as quickly as possible.

PropM, Inc.  
888.780.2938  
[www.PropMHomes.com](http://www.PropMHomes.com)