

REPAIR AND MAINTENANCE PROTOCOL

We have a member of the Garcia Group with the title TENANT COORDINATOR, (or "TC"). The primary role of the Tenant Coordinator is to handle your repair requests.

Because of this we do not process any requests unless they come through the Tenant Coordinator, (except in an after-hour state of emergency - defined essentially as a flood, fire or catastrophic event that immediately threatens the residents' safety or welfare and occurs outside of the normal work hours of Monday - Friday from 9am - 5pm). However, even in these events the TC should be the first notification.

Our policy for scheduling maintenance repairs is Monday – Friday from 9:00 am to 5:00 pm.

WE UNDERSTAND THAT MANY REQUESTS ARE MADE IN THE EVENINGS AND ON WEEKENDS. We will continue to try and acknowledge your request in a timely manner as best as we can. You only need to make 1 request at a time, as multiple attempts to contact us do not make us respond any faster.

It is important to understand that, prior to authorizing a repair, by law, we must first receive owner approval and have their funds available for that property in order to do the work. Our goal is to limit the inconvenience to the tenant without violating our service contract with the Owner, or overstepping the boundaries imposed by law.

No one likes being inconvenienced with a broken system, whether it is a slow drain, a broken oven or a heater on the blip. Our job is not to frustrate you any further. Our aim is to address each request with the importance it deserves. We are proud to say that most of our tenants reciprocate with genuine understanding and respect for us, as well. We want to continue to foster the best relationships possible.

We want to emphasize that our goal is to do everything we can to get the problem remedied and then if necessary, subsequently sort out the responsibility that caused it. In other words, if a drain is plugged, let's first get it working. Then, if we determined that a tennis ball had been shoved into it, we might need to charge the tenant, because of inappropriate use. However, if the drain was clogged due to old plumbing, we would not be compelled to try and charge for the call. Fairness is simply good business.

We look forward to working with you as a tenant and in providing you a quality housing experience.

