

# Maintenance Hotline

## How it works



We coordinate everything related to the maintenance of your property. This includes identifying, scheduling, resolving, and following up on needed repairs to keep your home in great shape.

### Step 1: Connecting

One company, one call. An issue arises, and you contact us via phone or online portal.

### Step 2: Diagnosis

Our maintenance team will work with you to identify the issue and severity.

### Step 3: Troubleshooting and Damage Mitigation

If the problem can be fixed remotely, we'll help you solve it—keeping service costs low. If it requires steps to take before a service professional can get there, we'll help you do that.

### Step 4: Dispatch

We'll match work orders with the appropriate, qualified, and licensed professional. We confirm schedules and availability. Once everything is approved, we then send them to your property.

### Step 5: Following Up

Once the work is complete, we follow up with you to confirm the work met your expectations, and you are satisfied with the service.

### Step 6: Work Order Finished

All maintenance information will be logged in your online portal. There, you'll have a complete history of the entire process from start to finish.