

# Maintenance Work Orders



Maintenance is committed to addressing all work orders as promptly as possible. However, due to unforeseen circumstances, some work orders may not be completed within a day or two. The priority of your work order will determine its response time.

- For routine work orders, we aim to respond within 4 to 15 business days.
- For urgent work orders, our goal is to respond within 24 hours to 5 business days.
- For emergency work orders, we strive to respond within 1 hour, though completion may take up to 24 hours.

Please be patient with us as we work through these requests. Emergencies include situations such as a lockout, an active water leak, a gas leak, smoke or carbon monoxide detectors going off,, and a fire. Depending on the temperature outside, an AC or Furnace not working could also be considered an emergency.

Please be aware that during severe storms, damage may affect multiple homes, which can delay our ability to assess and repair all issues promptly. To help prevent damage, ensure that your storm doors are closed and securely fastened before a storm hits. If you're uncertain whether your situation is an emergency, don't hesitate to call us for assistance.

**Maintenance Dept: 937-253-3488 Option 3**  
**After Hours/Emergency: 937-253-3488 Option 0**

## SatisFacts Maintenance Survey

After each work order request is closed, you will receive a request to survey the technician's work! It is a simple 5 question survey and we always strive for 5 stars!

Should there be something the technician missed, PLEASE contact us right away, don't wait for the survey to let us know!

We welcome your feedback!

