

MAINTENANCE REQUEST INSTRUCTIONS

Please be aware that **all** non-emergency repair requests or follow-ups on repairs **must be sent via email or mail to the office**

If you are submitting an **emergency** repair request:

- ❖ During Business Hours – Contact Our Office (562) 498-0159
- ❖ After Hours - Contact a vendor on the emergency repair list
(this list is in your move in paperwork)

All **non-emergency** repair requests can be submitted by:

- ❖ Email: info@abetterproperty.com
- ❖ Through Your Online Tenant Portal
- ❖ Mail: 6621 E PCH, Suite 140 Long Beach, CA 90803

When **emailing** the office, **ALWAYS** include:

- ❖ Address of property In the Subject Line of your email
- ❖ Contact Name
- ❖ Cell Number
- ❖ Detailed Description Of Maintenance problem(s)
- ❖ Give Key Okay to Enter – Job Gets Done Faster

If you cannot make your appointment, a 24 hour emailed notice is required or you will be charged for the service call.

A BETTER PROPERTY MANAGEMENT CO, INC
Info@abetterproperty.com
www.abetterproperty.com