

TENANT MAINTENANCE & REPAIRS

TABLE OF CONTENTS

WHAT CONSTITUTES AN EMERGENCY REPAIR ?.....	2
WHAT CONSTITUTES A NON-EMERGENCY REPAIR?	2
USING THE PORTAL TO REQUEST SERVICE	3
RESPONSE TIMES	7
WHO'S RESPONSIBLE?.....	8
TENANT.....	8
OWNER	8
COMMON MAINTENANCE ISSUES	10
HOW TO RESOLVE THEM YOURSELF	10

Before going to our website to submit your request, it is critical that you determine **IF YOU ARE IN AN EMERGENCY SITUATION.**

What Constitutes an Emergency?

- Fire or Anything life threatening - **Call 911**
- Non-life threatening but significant damage to the property (flooding, etc.) – Call your Northpoint Manager
- Habitability Issue (Heater in Winter, AC in summer in extreme conditions) – Call your Northpoint Manager
- Vandalism or security related issue

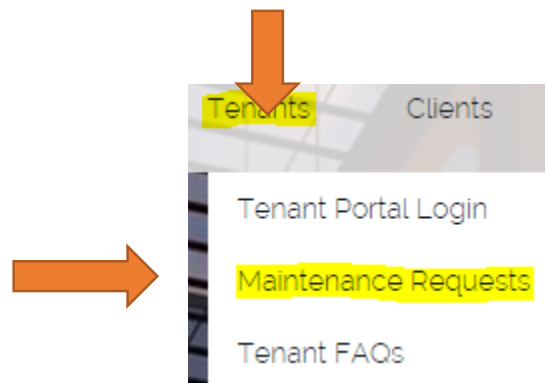
What constitutes a non-emergency repair item?

- Non-life threatening damage that is not significant
- Broken appliances
- Contained Water leaks
- Interruption of Utility Services
- Lock Out

All maintenance requests are prioritized and treated accordingly. Northpoint will respond to maintenance emergencies first and will address them immediately. All other maintenance requests will be responded to as soon as possible. Northpoint will make every effort to respond to all non-emergency maintenance requests with 48 hours.

USING THE TENANT PORTAL TO REQUEST SERVICE

On the Northpoint web site, go directly to “**Maintenance Request**” from the main menu. Simply click on “**Tenants**” and the “**Maintenance Requests**” from the drop down menu. Be sure to use the “**Maintenance Requests**” button. When you submit this way, our system keeps a history and status of all requests. This is valuable to you for record keeping.




This form will automatically populate

Now, you will use the drop down menu to choose your location.

=====

SUBMIT MAINTENANCE REQUEST

Select Region :

Choose Your Location 

Instructions :

From the My Account tab, click the NEW SERVICE REQUEST button. •
Or navigate to the Maintenance Tab and enter your service request there.

SUBMIT

You have now selected your region. Click **SUBMIT** and the login screen will appear.

SUBMIT MAINTENANCE REQUEST

Select Region :

SALT LAKE CITY

Instructions :

From the My Account tab, click the NEW SERVICE REQUEST button. •
Or navigate to the Maintenance Tab and enter your service request there.

SUBMIT

Salt Lake City

Secure Login

Email Address

Password

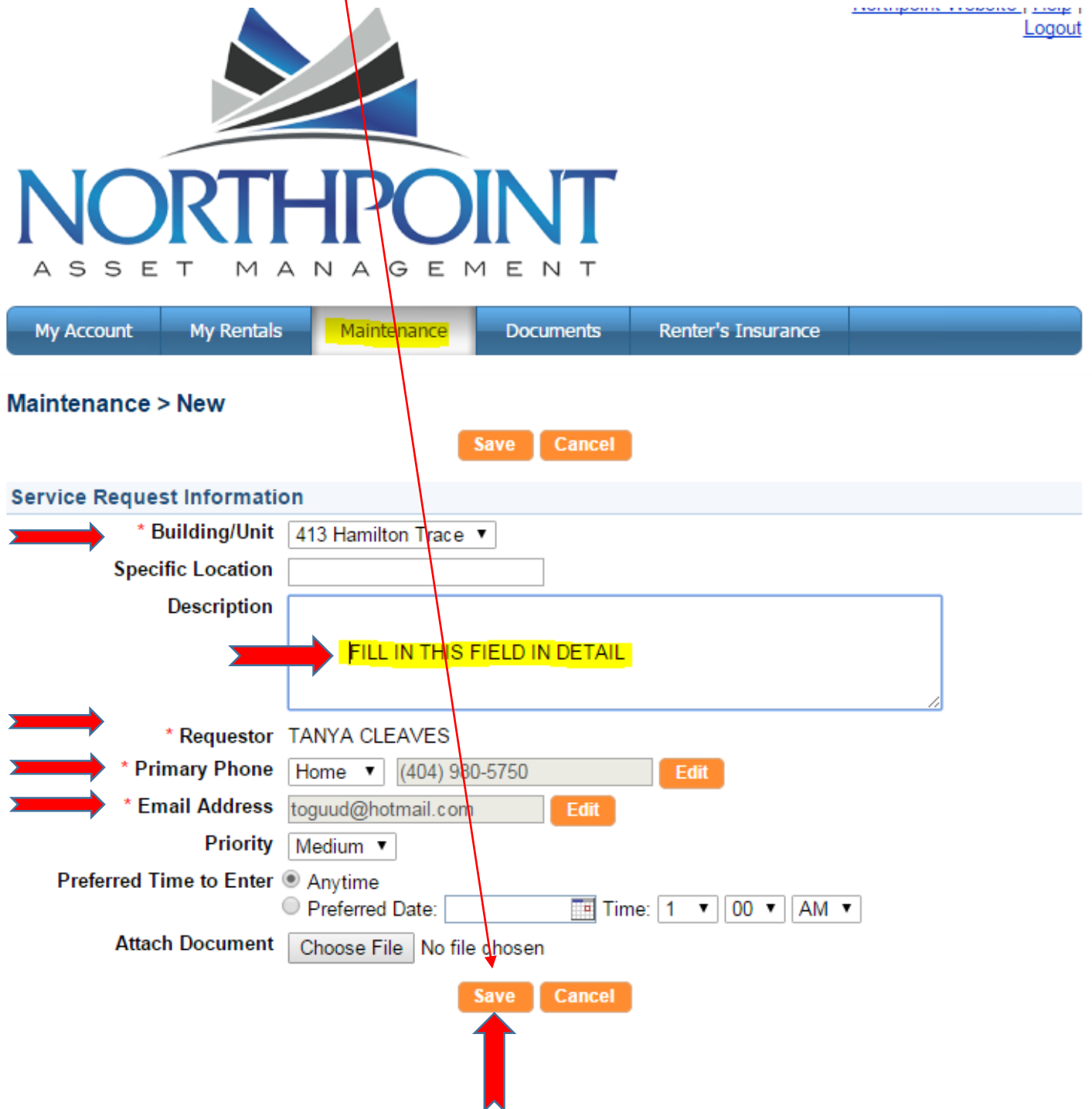
Sign In

[Forgot your password?](#)

Don't have an Account?
Signing up is easy, fast and secure.

Sign up

After you have logged in, this screen will automatically appear. You are now on the maintenance tab in your portal. **Fill in all fields that are tagged with a red arrow below.** When you are finished, click on **“SAVE.”**



[Home](#) | [Help](#) | [Logout](#)

NORTHPOINT

ASSET MANAGEMENT

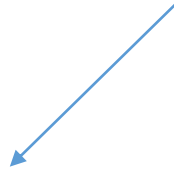
My Account | My Rentals | **Maintenance** | Documents | Renter's Insurance

Maintenance > New

Service Request Information

→ * Building/Unit: 413 Hamilton Trace ▼
Specific Location:
Description: **→**
* Requestor: TANYA CLEAVES
* Primary Phone: Home ▼ (404) 980-5750
* Email Address: toguud@hotmail.com
Priority: Medium ▼
Preferred Time to Enter: Anytime Preferred Date: Time: 1 ▼ 00 ▼ AM ▼
Attach Document: No file chosen

Once you have submitted your request, you will receive the following message.



The Work Order has been successfully approved



- [New](#)
- [Edit](#)
- [Delete](#)
- [Mail Merge](#)
- [Close](#)
- [Email Tenant](#)

Location	<u>DENARLESCIR5 DENARLESCIR5</u>	Lease	<u>Johnston, A.</u>
Source	Tenant Portal	Status	Open
Requested By (Tenant)	<u>Aspen Johnston - NA</u>	Search Tag	
Managed By	Chris Swaner	Maintenance Notice	
Type	Service Request	Last Modified By	cswaner - 05/06/2015 1:46 PM
Category	General Maintenance	Age	4 day(s)
Priority	Med	Date Created	05/02/2015
Authorization to Enter	05/15/2015 12:00 PM	Start Date	
Estimated Time (Hours)	0.0	Scheduled End Date	
Estimated / Actual Cost / Invoiced	\$0.00 / \$0.00 / \$0.00	Date Completed	
Specific Location	Backyard		
Description	The fence separating the backyard of the property and the irrigation canal is quite old and has progressively been leaning and separating away from itself, and is in need of some maintenance. We are all worried about the possibility of it collapsing, and would like if it were repaired.		
Required Materials			

YOU ARE FINISHED WITH YOUR REQUEST!! (CONTINUE TO NEXT PAGE)

NORTHPOINT RESPONSE TIMES

Northpoint will respond to your requests as follows. Keep in mind this is contact response time, not completion of the repair.

- **Emergency – Contact within the same day**
- **Non-Emergency - Contact within 48 hour**

WHO IS RESPONSIBLE FOR REPAIRS?

Tenant	Owner
Damage caused by action or inaction of tenant, pets or tenant guests, such as clogged disposals, tub overflow, misuse of appliances, failure to report, etc.	Services in the owner's name such as water, power, etc.
Services requested by tenant such as lockout, lost garage remote, etc.	Pre-existing damage of documented condition, i.e., roots in sewer lines, roof leak, tree fall, etc.
Smoke Detector Batteries	
Carbon Monoxide Detector Batteries	
Light bulbs, water filters, drain clearance, leaking toilets, HVAC filters	
Exception Circumstances such as wood floors warped from sink overflow	Exception Circumstances such as damage from a break-in.
Yard care, weed prevention and removal, gutter cleaning	
Permission to install a satellite dish and where - granted by owner	Permission to install a satellite dish and where - granted by owner
Toilet or sewer back up in house	Drain at main water line into the house
Pet Stains	
Pool or spa maintenance (Based on your lease agreement)	Pool or spa maintenance (Based on your lease agreement)

WHO IS RESPONSIBLE FOR REPAIRS? (Cont'd)

Tenant	Owner
Broken Windows Caused by Tenant	Broken windows caused by vandalism
Damaged Screens caused by Tenant	Damaged screens caused by vandalism
Pest infestations – bed bugs – roaches-ants	
Damaged Interior Doors	
Carpet Damage	
Damaged outer door caused by Tenant	Damaged outer door caused by vandalism

COMMON MAINTENANCE ISSUES YOU CAN SOLVE YOURSELF

➤ **HVAC Not Working**

- **Replace the filter, check that the batteries, breaker box, and furnace door are in place AND in good working condition. Replace the filter and reset the breaker.**

➤ **Smoke Detector Chirping**

- **Replace the batteries**

➤ **Singing Toilet**

- **Adjust the flapper chain or replace the flapper**

➤ **Garbage Disposal Not Working**

- **Reset the breaker for the disposal at the panel – push the button on the bottom of the disposal. Check the GFI plug to see if it is tripped and reset as necessary. Reset the fuse on the disposal unit, manually rotating with the ¼ inch hex key on the bottom.**

- **Fridge/Freezer not cooling**
 - Cleanout and defrost the refrigerator and vacuum the evaporator coils on the bottom.
- **Water too hot or too cold**
 - Adjust the tank thermostat as necessary.
- **Garage remote batteries**
 - Replace the batteries before submitting a maintenance request.
- **Keys locked inside or lost**
 - Call a locksmith. You are responsible to pay the locksmith.