Maintenance Requests

Welcome to your online tenant portal!

We utilize an online rental system called AppFolio for online payments and maintenance. This system allows for a secure place to pay online and request maintenance. It also provides you with an online portal to track your requests, check account balance, and set up auto-pay. Below are instructions on how to request maintenance. Please let us know if you have any questions!

How to File a Maintenance Request

1. Navigate to the **Maintenance** tab and select **Request Maintenance**.
2. Enter a detailed **description** of the issue, upload one or more photos of the item needing attention (must select multiple **photos** at once from computer or camera roll), decide whether to give the property manager permission to enter with their key, then click **Submit Request**.
3. On the next screen, select when a maintenance tech can address your maintenance issue. If you choose to provide preferred times, select 3 or more time slots, then click **Submit**.

Submit maintenance requests directly to your property manager along with photos of the issue.