

Crown Properties, Inc.
P.O. Box 459
Spanaway, WA 98387
Phone: (253) 537-2700
Fax: (253) 537-2702

REQUEST FOR MAINTENANCE

Please use this form to request repair work. For all non-emergency requests we will have one of our licensed and bonded independent contractors contact you within three business days to arrange an appointment time with you.

Date: _____

Your Name: _____

Property Address: _____

Best Phone Number: (____) _____ - _____

Alternate Phone Number: (____) _____ - _____

Date the Problem Started: _____

Work Request(s).

Please be as specific as possible so we can prepare our handymen!

If necessary, may a licensed handyman enter your unit in your absence to perform the necessary repairs? They will always contact you prior to entering the unit whether you are home or not!

___ Yes ___ No
___ Call to make arrangements

If yes, are there/will there be any pets in the unit the handymen need to watch out for?

___ Yes ___ No

Other: _____

Occupant Signature: _____

Emergency Repair Procedures

How can I tell if my repair is an EMERGENCY or not?

If you have an emergency repair problem, this means that you have no:

- Running water
- Hot water
- Heat
- Electricity
- Bathroom use
- Basic services of facilities (ex: missing exterior door or lock, missing windows)

The textbook definition of a maintenance emergency is: an issue that requires immediate attention and/or repair or replacement of facility components or equipment because the functioning of a critical system is impaired or because health, safety, or security of life is endangered.

Here are some examples of potential emergency situations and non-emergency situations:

EMERGENCY REPAIRS	NON-EMERGENCY REPAIRS
A repair technician will be contacted within 24 hours.	A repair technician will contact you within three business days.
<ul style="list-style-type: none"> • Broken pipe(s) are flooding the premises. SHUT WATER OFF IF THIS OCCURS!! • The heating system is not functioning when it is cold outside. • The sewage system is backing up into the premises. • A defective lock lets anyone enter the premises without a key. • A short circuit in the wiring is creating a risk of fire and/or electrocution. 	<p style="text-align: center;"><i>Note: while these do not count as emergencies, it is important to notify your landlord as soon as possible during office hours!</i></p> <ul style="list-style-type: none"> • An interior door doesn't close properly. • A stove element is burnt out. • The kitchen sink has a slow drain. • There is a minor leak in the roof. • There is a minor leak or dripping in-household plumbing. • A garage door opener is not working, but manual access is still available. • There is a cracked pane in an upper window.

What should I do in the event of an EMERGENCY?

In the event of a medical, fire, or other emergency situation that involves (or could involve) immediate peril to you or someone surrounding you, you should **always** contact 911 or another local emergency number.

For any other type of emergency repair we have included instructions below.

- **If the situation is considered a maintenance emergency and occurs during regular business hours**, please contact our office (253-537-2700), then if/when possible, follow up with a written work order request.
- **If the situation is considered a maintenance emergency and occurs after business hours, please contact your individual property manager on their cell phone.** If they are unable to answer, please leave a *detailed* message. This should include: the complete address of the property, your full name, a good number to reach you at, and a description of the emergency. **Providing incomplete information may hinder our ability to get someone out for you ASAP! Leaving only your first name and street does not work!**

Some additional information to keep in mind regarding emergency repairs:

- If a problem occurs in the middle of the night, it is extremely unlikely that we will be able to get a repair technician out to the property until the following morning. Please try to contain the emergency as best you can (example: shutting off the water main if there is a bad water leak) and we will get someone out as quickly as possible!
- If we determine that this work order and the necessary repairs are an emergency, we reserve the right to enter the property without tenant permission at the soonest possible time a service technician is available in order to protect the property from further damage and/or safety issues. We will be sure to have someone contact you prior to entering to let you know what will be done in your absence! **Note: This only applies to emergency repairs!**

What should I do otherwise?

In the event of a regular (non-emergency) repair we ask that you provide us with a written work order request. You may do this by email, fax, or mail, or you can also always come into the Crown Properties office and fill one out here. We also have forms you can print out and fill in available on our website (<http://www.crown-rentals.com>) under the "Application & Tenant Information" tab. If you wish, you can always follow up with a phone call to the office and/or your property manager! As with emergency repair requests, it is important to provide as much information as possible. The more information you provide means more that we can pass on to our handymen to help ensure a speedy and thorough repair!

Contact Information

Crown Properties, Inc. Office

Phone: 253-537-2700

Fax: 253-537-2702

Email: info@crown-rentals.com

Hours of Operation

Regular

Monday - Friday

9am - 5pm

Winter

Monday - Friday

9am - 4:30pm

Individual Property Managers

Bill White, Broker

Phone: 253-389-6038

Email: SAME AS OFFICE

Renee Jean, Senior Property Manager

Phone: 253-691-3721

Email: reneejean@juno.com

Julie Folk, Property Manger

Phone: 253-677-7705

Email: julie@crown-rentals.com

Evie Jensen, Assistant Property Manager

Phone: 253-229-3643

Email: SAME AS JULIE'S

Evie will be taking care of Julie Folk's properties while she is on maternity leave.

Michelle Saylor, Property Manager

Phone: 253-226-8835

Email: michelle@crown-rentals.com

Rick Waldres, Property Manger

Phone: 253-221-6888

Email: rick@crown-rentals.com