

Maintenance Request

At LATTA Real Estate Services, Inc., maintenance of the properties we manage is of the utmost importance. Maintenance and upkeep is not only the responsibility of the property owner, but also the tenant through prompt reporting of maintenance issues and tenant responsibility for minor maintenance issues.

Before submitting any request for maintenance or repairs, please review the [Troubleshooting Tips](#) and [Policies and Procedures](#) section of your lease agreement for help in self-diagnosis and repair of many common maintenance issues.

For additional information, go to <http://www.lattahomes.com>.

To help us respond promptly to your maintenance request, provide a detailed description of each problem. Statements such as “my plumbing leaks” gives very little helpful information. Be specific by stating details such as “the sink faucet in the ½ bath drips and won’t shut off completely” or “the toilet in the full bath runs continuously and won’t shut off”.

- ❖ **Property Address:** _____
- ❖ **Tenant Name:** _____
- ❖ **Home Phone:** _____
- ❖ **Work Phone:** _____
- ❖ **Cellular Phone:** _____
- ❖ **Email Address:** _____

For each issue reported below, provide a detailed description and steps you have taken to correct the problem.

- ❖ **Maintenance Issue #1**

- ❖ **Maintenance Issue #2**

- ❖ **Maintenance Issue #3**

❖ **How May We Enter?:**

- () Come in anytime with key – knock first and leave a card if no one is home (see “Acknowledgement” below)
- () Let me know when, then give manager’s key to service technician or contractor (see “Acknowledgement” below)
- () I’m available weekdays from 9AM to 1PM, want to be present (see “Acknowledgement” below)
- () I’m available weekdays from 1PM to 5PM, want to be present (see “Acknowledgement” below)

Fax this request to (816) 228-3308 or mail to LATTA Office. We make every effort to respond to non-emergency repair or maintenance requests within 7 days after receipt of the written request. Our service technicians and outside contractors are carefully screened and insured and perform such maintenance and repairs from 9AM to 5PM Monday through Friday.

Acknowledgement

Before submitting this request, we have reviewed the [Troubleshooting Tips](#) and [Policies and Procedures](#) regarding our maintenance responsibilities as tenants. If we requested to be present when services are performed, a service call will be scheduled by LATTA for the requested time frame and we will be notified at least one day in advance. We understand and agree that we will be charged (a) for any work completed by service personnel or contractors which is our responsibility under the terms of our tenancy agreement and (b) a \$60 service call if we fail to meet the service technician during the scheduled time frame. No further service appointments will be scheduled until such charges are paid in full.

Tenant Signature

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