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MAINTENANCE REQUEST POLICY & PROCEDURE EFFECTIVE JULY 1, 2023

To better process requests and serve you, we would like to acquaint you with Maintenance Request Policy and Procedure to ensure all requests are logged, completed accurately, effectively, and efficiently to resolve open maintenance issues for you.

It is the policy of Rj Community Management to receive **ALL** maintenance by emailing info@rjcmgt.com or through Vantaca Portal (if your community utilizes the Portal) for processing to help track and expedite requests for you. The homeowner **MUST** email info@rjcmgt.com or complete a request through the Portal to initiate the request process which will become part of the permanent homeowner record.

I. Please follow one of the below procedures when submitting a maintenance request

- a) Email info@rjcmgt.com. Please include all necessary information and photos related to your maintenance request. Please review Section V. Example of Maintenance Request Detail by Homeowner on the following page. Complete and thorough requests result in more effective service.

OR

- a) Log on to your Owner's Portal (Vantaca) for your community.
- b) Navigate to the bottom of the Homepage of your Owner's Portal.
- c) Click "Submit A New Request"
- d) Select "Maintenance Request" and complete the details of your maintenance request.

For complete request tracking, we prefer that you use the system outlined above when making a maintenance request, **except in the case of an emergency**. If you have an emergency that involves Police, Fire, or EMS, please dial 911. Examples of emergencies include but are not limited to, someone stuck in an elevator, gas odor/suspected gas leak, any emergency behind a locked door.

II. Repair Priority Level Assignments (P1 - P4)

- a) **P1 - Emergencies:** Anything that could endanger life or property safety, contact our office immediately at 412-550-0003, this includes after hours calls.
- b) **P2 - Prompt Repairs:** Roof repairs, pipe leaks, or anything that may cause further damage if not repaired quickly.
- c) **P3 - Routine Repairs:** Gutter leaks, light bulb replacement, tree trimming, or anything that may be a nuisance, but is not in need of immediate repair.
- d) **P4 - Cosmetic Repairs:** Leaning light post, painting, or anything that is need of repair that is not a damaging property or nuisance, but needs be addressed.

Rj Community Management works closely with each contractor assigning a priority level for each request and scheduling it accordingly. Work is scheduled through the contractor based on this priority level and their work schedule.

III. Estimated Completion Times

- a) **P1 - Emergencies:** Within 0 - 3 business days after initial report
- b) **P2 - Prompt Repairs:** Within 7 business days after initial report
- c) **P3 - Routine Repairs:** Within 15 business days from initial report
- d) **P4 - Cosmetic Repairs:** Within 30 business days from initial report

Although we understand the need to complete ALL maintenance requests, the above timelines are intended for informational purposes and should serve as a guide only. Many factors affect the time frame of when repairs are completed including weather, availability of the assigned contractor, ordering of parts, and so on.

We hope you find the above information helpful when making a maintenance or work order request through Rj Community Management. If you need anything or have questions about completing a maintenance request, please contact our office at 412-550-0003.

Thank you for your help!

IV. Example of Maintenance Request Detail by Homeowner

This is an example of a GOOD Maintenance Request

My name is John Doe and I live in Happy Valley Condos, at 123 Happy Drive. My unit number is 101.

This morning I noticed a wet spot on the ceiling. It is slowly dripping, so I've placed a bucket under it. It's near the front of the house, and I think it is a roof leak. I am concerned about it getting worse and the ceiling is very soft/spongy. I've attached a picture showing the water mark.

Please call me at 555-555-5555 before coming to look at it. I need advance notice to be sure that I am home.

This is an example of a POOR Maintenance Request

I hear dripping sounds, please send someone to inspect.

We hope you find the above information helpful when submitting a maintenance request through Rj Community Management. If you have any questions, please contact our office at 412-550-0003.