



Maintenance Policy

We want you to be a satisfied tenant. To accomplish this, we realize we must provide quality customer service through responsiveness and proper maintenance and repair. Responding quickly to your maintenance issues is a priority for us and we want to set your expectations properly by explaining our maintenance procedures below.

1. **Maintenance Repair Request.** The quickest and most effective way to submit a maintenance repair request is through our online maintenance request on the tenant tab on our website at: <http://1stqualitypm.pointwide.com/tenantservices.asp>. When you submit a request through our website, the request is automatically entered into our system, and tracked until it is completed and closed out. You can also call our 24/7 through our main office phone number at: 254-721-0089 and following instructions to our Maintenance Line". Please turn in your service request before 12:30 p.m. to receive quick and timely service that same day. If you request is submitted in late afternoon or after hours, we will respond the next business day to non-emergency maintenance repair service requests. Please be detailed of your service needs so that we can bring the proper tools, parts, supplies, and complete the job during our first visit.

1st Quality Property Management will allow NO reimbursement to tenant(s) for repairs performed and/or ordered by tenant(s) without prior written authorization from 1st Quality Property Management.

In the case of a medical, fire, or other emergency that could involve immediate peril to you or someone surrounding you - always call your local emergency number or 911.

2. **Emergency Repair Requests.** An emergency repair request constitutes any damage or needed repair that poses an immediate threat to the tenant's health, safety, or - if not addressed immediately - could cause damage to the property. Examples of emergency repair situations include: flooding, no heat in the winter, gas leak, fire, and break-ins/ Unsecured property

A. Emergency repair request - "During normal business hours". Please call 24/7 to our office line and follow instructions for emergency repair requests at: 254-721-0089.

During normal business hours, you will speak with a live person. Please follow-up this phone call with an online "Maintenance Request" on the "Tenants" tab on the website: <http://1stqualitypm.pointwide.com/tenantservices.asp> This will automatically input the emergency work order into our system where it will be tracked until completion.

B. Emergency repair request - "After normal business hours". Please call 24/7 to our office line at: 254-721-0089, and listen for directions on how to reach our emergency extension to leave a message. Remember to leave your name, phone number, address,

and detailed description of the type of emergency. We will have someone contact you to assess the emergency repair request within 3 hours.

Please follow-up with an online “Maintenance Request” on the “Tenants” tab on the website: <http://1stqualitypm.pointwide.com/tenantservices.asp>. Please note - if the problem occurs in the middle of the night it is very unlikely we will be able to dispatch a contractor to the property until the morning, so please try and contain the emergency as best as possible.

C. **Home Warranty.** If owner has a Home Warranty service, we will not use the Home Warranty as a “first responder” service calls to the property, under any circumstances. Non-emergency repair request or items that need replacing will be run through the Home Warranty Company only after an initial determination is made that replacement may be needed.

D. **Non-emergency repair request.** Please submit an online maintenance request on the Tenants tab on the website: <http://1stqualitypm.pointwide.com/tenantservices.asp>. This will automatically input the work order into our system where it will be tracked until completion.

3. **Lost or Missing Keys.** If you lose your key, you may come to our office during normal business hours from 9:00AM – 5:30PM Monday through Friday and pick up our key to make a new duplicate at your expense. If you need a key when we are closed, you will need to contact and pay for a locksmith to open your door and make a new key for you.

4. **Repair Request Process.**

A. The tenant submits an online “Maintenance Repair Request” on the “Tenants” tab on the website: <http://1stqualitypm.pointwide.com/tenantservices.asp> This automatically inputs the work order into our system where it will be tracked until completion and it is closed out. If you do not yet have a login password for your tenant portal, please get started on the tenant portal to our website. You can also submit a request at our office using our hard copy, fill-in-the-blank form. We will have someone contact you to assess the maintenance repair request. You should have the repair completed or have communicated with the vendor within 48 business hours. The “Tenants” tab on website: <http://1stqualitypm.pointwide.com/tenantservices.asp> will also give you the current status of your work request. For prompt scheduling and faster service, please turn-in your maintenance repair request before 12:30 p.m. Additionally, providing complete details to your maintenance service needs will help us to bring the proper tools, parts, and supplies to properly troubleshoot, repair, and complete the job during our first visit.

B. Our staff is automatically alerted of your service request. If it is after business hours, we will receive the alert immediately the next business day. We place your maintenance request on our “Maintenance Repair Request Tracker” to track time and status of request. We will contact you to verify the details of your request and then contact the

owner of the property to update them of the request and to get permission to resolve the service request through repair.

C. We will then coordinate with you to send a vendor to the property to get an estimate or to resolve the maintenance repair request. If the job is extensive repair, we will send the estimate to the owner for approval, and then complete coordination with you and the vendor to complete the maintenance repair. We require the tenant to be present if the vendor is sent

D. If the request is for something relatively small and can quickly be fixed, we will likely be able to resolve it during the vendor's first visit. If the request is large and expensive (ie repaint the entire home) then it will take more time to get estimates and approval from the owner for those expenses.

E. If the repair job is greater than \$200, then we will conduct an inspection of the job with photos that are sent to the owner. At the inspection, we will verify the repair and upon completion of the job, we will then close out the "Maintenance Repair Request Tracker".

5. **Vendors.** We require tenants to be present during time of maintenance repair. We will coordinate with tenants set time for vendor arrival.

6. **Lockbox Maintenance Access.** We offer our tenants the option for their maintenance repair request to be completed without them being present during time of repair. This option allows the vendor to access the home by a key in a lockbox that is secured to the home. This is an optional program that allows the repairs to be completed quicker. Cost is one time charge \$25.00 per maintenance repair. Tenants, please see "Maintenance Access Approval Form".

7. **Delays.** We strive to complete the service request quickly within 1 to 2 business days. However, there can be situations where your service request could be delayed:

- After hours or weekend service request. Our office hours are from 9:00AM – 5:30PM Monday through Friday. Any non-emergency maintenance repair requests received after normal business hours or on the weekend will be received by our office on the next business day.
- Temporarily unable to get in touch with the property owner. We must get permission from the owner of the property to resolve the issue.
- Spike in demand of service request. Our vendors may have a sudden spike in maintenance requests, for example, AC issues during a temperature spike. We will always work to get our vendors out to your home as quickly as possible.
- The owner of the property may not agree to resolve the request. We will act as the go between and work to find solutions between the tenant and the owner.
- The vendor might have to order parts or the repair is complex requiring multiple visits to diagnose and repair. Parts often must be ordered and shipped.
- The vendor cannot get access to your property. For example, if you are home and have the internal deadbolt locked and you do not answer the door, the vendor will

leave resulting in further delays. If the vendor cannot get access to your property, the vendor will leave a card at your door. Please respond to the vendor's card to avoid a delay.

- The owner might have a home warranty on your rental property. Although this does not immediately present a delay in the maintenance process, there are more parties involved in getting your request completed. If the owner has a home warranty, and it is for a "Non-emergency repair", we will send your service request to the home warranty company who will then coordinate with you to send out a repairman. We will run request through the Home Warranty Company only after an initial determination is made for normal repair and or items needs replacing.
- The tenant is not responding to vendor phone calls. In many situations, a vendor will attempt to contact you regarding to your service request. If you do not respond to the vendor, this can cause delays in the completion of your service request.

8. **Circumstances When Tenant is Billed.** A tenant will be billed for a service call under the following circumstance:

- Tenant scheduled a service call appointment and failed to be present at the scheduled time.
- Tenant requested service for a non-existent problem. This includes re-setting a breaker or Ground Fault Interrupter (GFI) to restore electrical power and re-setting a breaker on a garbage disposal.
- The problem was caused by improper use of the provided facilities. The classic case is the child who flushes a toy or other item, and which results in a clogged sewer line.
- Washing machine hoses. Should a washing machine hose break on a washing machine provided by you, you will be responsible for the cost of returning the property to good condition. Washing machine hoses are not designed for constant pressure. Water to the washing machine should be turned off at the wall between uses.

9. **Wear & Tear.** 1st Quality Property Management, LLC expects an interior paint to last 3 years and carpet to last 7 years. If a tenant moves into a property that is freshly painted, moves out after one year and we have to repaint, the tenant is charged 2/3 of the cost to paint. If the tenant moves out after 3 years and we have to paint, the full cost is charged to the owner. Carpet replacement is pro-rated over a 7-year period. If a tenant moves out after 3 years and we have to replace the carpet, the tenant is charged 58% of the cost to replace the carpet. If we have a garbage disposal fixed that was clogged by the tenant, the owner will be reimbursed, by the tenant, for the repair bill. If the garbage disposal has rusted through, the owner pays the whole expense. We make every attempt to be fair to both owners and tenants. The Courts & Judges are not sympathetic to owners who want to charge tenants wear & tear repairs.

10. **Yard Maintenance.** The tenant is responsible for yard maintenance which includes watering, cutting grass, weeding, reseeding if needed, trimming trees and shrubs plus fertilizing

the yard, trees, shrubs and flowers. Owners are responsible for trimming limbs that are on or near roofs.

Grass must not be higher than 6 inches. The area around the driveway, sidewalks, curbs and gutters are considered to be part of the yard and need to be kept free of weeds, grass, and leaves. For security reasons, hedges and bushes should be trimmed so they do not to block the view from windows.

11. **Property Review**. Updating and replacement review on an ongoing basis is an integral part of maintaining the value of the property. Outdated carpet, counter tops and light fixtures can significantly reduce the value of the property and cause unwanted delays in occupancy.

WE DO NOT INDEMNIFY THE OWNER AGAINST ANY LOSS OR EXPENSE DUE TO VACANCY (for any reason), UNPAID RESIDENT CHARGES, TENANT DAMAGES, ATTORNEY'S FEES IN THE PURSUIT OF A TENANT, OR THE COST OF MAKE-READY.

1st Quality Property Management is committed to maintaining at least minimum property standards for all properties under our management. Maintaining these standards will protect our owner's investments and enhance the living environment for our tenants. It is important that all parties involved with a property maintain compliance with these standards to ensure a successful rental experience.

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