



## Routine Maintenance Requests through the Hunt Resident App or Online Portal

### ➤ Service Requests submitted through the Portal or App, are **ONLY** for Routine Maintenance Requests.

- These are Maintenance requests that are **not** a potential threat to life, health, or safety. Examples Include:
  - Air Filters
  - HVAC Not Cooling Your Home
  - Blind Repair
  - Mailbox Repair
  - Cabinet Repair
  - Routine Pest Control Requests
  - Flooring Repair
  - Toilet Seat Repairs

### ➤ For Urgent or Emergency Maintenance

**Please call your Maintenance Service Request Line, 24 Hours a day to reach our team directly.**

**\*\*DO NOT Submit These Requests Through the Online Portal or Mobile Application\*\***

- Urgent or Emergency Maintenance may be defined as, but not limited to:
  - Appliances that are Inoperable
  - Clogged Toilets
  - Door Security
  - Gas Concerns
  - Leaks/Water Intrusions
  - Lock Outs/Key Issues
  - Mold Concerns
  - No Power
  - No Water
  - Smoke Detector/CO Detector Chirping or Inoperable
  - Water Heater Concerns
  - Any other work order that is a potential life, health, or safety concern

## Work Order Submission Process:

- Open your Hunt Resident application or log into the online portal to submit a Routine Maintenance Service Request
- Work Orders are time stamped and immediately logged in the property management software
- Residents receive email work order status notifications throughout the process of their request through to completion from [cdr@yardi.com](mailto:cdr@yardi.com)
- Resident receives automated online survey and phone call to ensure satisfaction from [surveys@satisfacts.com](mailto:surveys@satisfacts.com) upon work order completion