



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:

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|------------------|--------------------------------|---------------------------------|
| ○ Air Filters | ○ Flags/Flag Poles/Flag Holder | ○ Mailbox Repair |
| ○ Blind Repair | ○ Flooring Repair | ○ Routine Pest Control Requests |
| ○ Cabinet Repair | ○ Light Bulbs over 10ft | ○ 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
 - HVAC Not Heating or Cooling Your Home
 - 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
- Resident receives automated online survey and phone call to ensure satisfaction from surveys@satisfacts.com upon work order completion