

Maintenance Work Orders

- **Submit a Maintenance Work Order Request:**

- **For Emergency, Urgent, or Routine Maintenance Requests:**

- In Person
 - Phone

- **For Routine Maintenance Requests:**

- In Person
 - Phone
 - Email
 - Property Website/Hunt Resident (RentCafé) Portal
 - Hunt Resident Mobile App

- **When submitted in person, by phone, or via email**

- Team members will create the work order in the property management software at the time service is requested.
 - Once the work order is created, the work order number will be provided to you and you will receive work order status notifications via email from cdr@yardi.com throughout the process of the request through to completion.

- **The Hunt Resident Online Portal or Mobile App**

- Only submit Routine Maintenance Requests through the Online Portal or Mobile App.
 - Routine requests are those that are not a potential life, health, or safety concern.
 - Open your Hunt Resident application through the Mobile App or online portal to submit a Routine Maintenance Service Request.
 - Select the appropriate Category & SubCategory based upon the Maintenance concern and provide as much specific detail as possible.
 - Work Orders are time stamped and immediately logged in the property management software.
 - You will receive work order status notifications via email from cdr@yardi.com throughout the process of the request through completion.
 - In the Hunt Resident App/Portal, you will have the ability to view Maintenance Requests submitted through the platform for 60 days.

- **The Work Order should contain as much detail as possible, including:**

- Date/time of request
 - Your name and valid contact phone number (for contact purposes)
 - Detailed description of the request
 - Exact location of the problem
 - Any necessary information, including details of permission to enter, alarms, pets, COVID questions etc.

- Residents will receive Yardi system generated work order notifications, sent to the primary email address updating you with the status of the work order. This includes the creation of a work order and each status change from assigned, in progress, and completed.

- Your feedback is valuable! Upon Work Order completion, you will receive an automated online survey from surveys@satisfacts.com, as well as a phone call from one of our site team members to ensure satisfaction.

- ***Please be reminded that if there are any questions or concerns with the above information or any information listed on this website please call your Hunt Team so we may help address.***