

Maintenance Request Guide

How to report an issue, what counts as an emergency, and what to expect after you submit.

Our promise: We aim to acknowledge every maintenance request within one business day and resolve routine items within 5 to 7 business days. True emergencies are handled 24/7.

YOUR RIGHT TO A HABITABLE HOME — O.C.G.A. § 44-7-13

Under Georgia's Safe at Home Act, your home must be fit for human habitation, including working heat, light, water, **and cooling**. Loss of any of these is treated as an urgent issue regardless of the urgency level you select. Report it the same day.

URGENCY LEVELS

EMERGENCY

Response: Immediate (24/7)

- Active flooding or burst pipe
- Gas leak or smell of gas
- Fire or smoke
- No heat below 50°F outside
- Sewage backing into the home
- Broken exterior door that won't lock

URGENT

Response: Same or next business day

- No A/C above 85°F outside
- Refrigerator not cooling
- Only toilet in the home not working
- Major appliance failure
- Loss of hot water

ROUTINE

Response: 5–7 business days

- Dripping faucet or running toilet
- Loose handle, hinge, or fixture
- Cosmetic issues (paint, caulk)
- Slow drain
- Appliance making unusual noise

HOW TO SUBMIT A REQUEST

FOR EMERGENCIES

Call **706.701.5940** immediately. If life or property is in danger, call 911 first. Then take steps to limit damage if it is safe to do so — shut off the main water valve, kill the breaker, or evacuate.

FOR URGENT & ROUTINE

- Tenant portal at the McBride PM website
- Email a photo and description to our office
- Complete the form on the next page and deliver it to us

WHAT YOU'RE RESPONSIBLE FOR

These items are tenant responsibility under your lease. Handling them on your routine saves you the cost of a service call.

- Replacing HVAC air filters every 90 days
- Replacing smoke / CO detector batteries
- Replacing standard light bulbs
- Keeping drains clear of hair and grease
- Lawn care (unless your lease says otherwise)
- Pest control after first 30 days
- Reporting issues promptly — small problems become big ones
- Never hiring your own contractor without approval

Maintenance Request Form

Complete this form and submit through your tenant portal, email it to our office, or drop it off in person. Attach photos when possible.

TENANT & PROPERTY INFORMATION

TENANT NAME

PROPERTY ADDRESS

PHONE NUMBER

EMAIL ADDRESS

DATE SUBMITTED

WHAT NEEDS ATTENTION?

TYPE OF ISSUE (CHECK ALL THAT APPLY)

Plumbing Electrical HVAC / Heating / A/C Appliance Roof / Ceiling Leak

Door / Window / Lock

Flooring Pest / Rodent Yard / Landscaping Garage / Exterior Smoke / CO Detector Other

SELF-ASSESSED URGENCY

Emergency — immediate Urgent — within 24 hours Routine — standard

LOCATION IN HOME

ROOM / AREA (BE SPECIFIC — E.G. MASTER BATHROOM, KITCHEN SINK)

DESCRIBE THE PROBLEM

INCLUDE WHEN THE ISSUE STARTED, WHAT YOU'VE ALREADY TRIED, AND ANYTHING THAT MAKES IT WORSE OR BETTER.

ACCESS & PETS

I grant permission for a vendor or property manager to enter using the key on file if I am not home.

Please contact me before entering. My preferred contact method is noted below.

There is a pet in the home. (Describe pet, location, and any precautions below.)

BEST TIME TO REACH YOU

PREFERRED CONTACT METHOD

PET NOTES (IF APPLICABLE)

SIGNATURES

TENANT

SIGNATURE

DATE

PRINTED NAME

Submitting this form authorizes McBride Property Management and its contractors to address the reported issue. Repairs caused by tenant negligence may be billed to the tenant per the lease agreement.