

Sterling Group Property Management

17305 IH 35 North, Ste 136

Schertz, TX 78154

Sterling Group Property Management Maintenance Information and Requests

Phone: 210-249-0182 Fax: 210-249-0184

maintenance@sterlinggrouppropertymanagement.com

WORK ORDER REQUEST

NOTE: Request may be mailed, faxed or emailed (see above for addresses and fax number). Requests **MUST** be on this form and they must contain all of the following information from this form. *Phone in request will NOT be processed except for EMERGENCIES (i.e. water line break).*

Property and Tenant Information:

Date: _____

Tenant name: _____

Tenant address: _____

Home phone: _____ Work phone: _____ Cell phone: _____

Best Time to Contact you and where: _____

Work Requested:

(Be specific, instead of reporting, "sink leaking" state where it is leaking, how much it is leaking and how long it's been leaking.) *Please write down exactly what is wrong.* Attach additional sheets if needed.

Work Order Processing:

1. The work order will be dispatched to the appropriate contractor. He will be given your phone number(s) listed above and will call to schedule an appointment with you direct. All contractors do their own scheduling!!! In return, make sure you receive their number, in case you need to cancel. You will be charged a trip fee if you do not comply with arrangements. If you have not heard from a contractor within 72 hours please do not hesitate to call the office and let us know. Requests made on late Friday afternoon will be dispatched from our office BUT you may not be contacted by a contractor till the following business day (Monday, unless Federal Holiday Tuesday). **IF YOU SCHEDULE AN APPOINTMENT WITH THE CONTRACTOR AND YOU DO NOT SHOW UP, YOU WILL BE CHARGED A \$50 TRIP FEE.**
2. Within your first 30 days of tenancy there is no repair deductible, After your first 30 days there is a \$25 repair deductible for ALL repairs.

Please mark appropriate selection:

_____ Within our first 30 days

_____ Will send \$25 with our next rent payment

Signature

Date