



maintenance procedure

Our philosophy is to protect your property. During the time you lease the property, it is important that:

- Your home remain in its current condition, safe and habitable
- Emergency issues are scheduled and handled immediately by our property maintenance team

Examples of emergencies:

- Pipes bursting
- Any security issue which affects you, your family and/or the safety of the property
- Air conditioning, if the daily high temperature is over 85 degrees
- Heating, if the daily low temperature is under 55 degrees
- Any issue which results in your inability to have access to utilities
- Electrical issues and potential fire hazards

From time to time, you may submit maintenance requests which are non-emergent. Although they are not of an urgent nature, they must still be corrected. Any items or services provided to you at the beginning of the lease must remain in that same working condition, unless the lease specifically excludes it from future maintenance.

Examples of non-emergent issues that are required to be addressed:

- Appliances
- Minor electrical issues
- Plumbing fixtures
- Garage doors and openers
- Gates
- HVAC, unless temperatures reach emergency status

In this case, if the item is under \$400 (per item), VillagePM will order the service without contacting the owner. If the maintenance issue is over \$400, we will communicate with owner for approval. VillagePM will complete the work as reasonably possible after approval.

All of our maintenance vendors are screened prior to performing service calls. For this reason, we can only work with previously-approved VillagePM vendors as we assure that they are insured and licensed. Additionally, it is not advisable that you as the tenant attempt to make any repairs on your own. This creates a potential liability for you and VillagePM cannot be responsible for any issues that arrive from such action.

Please remember, Tennessee law prohibits VillagePM from expending moneys beyond the agreed amounts contracted between VillagePM and home owners. This often times will slow a repair's progress while decisions about expenses are being made by home owners.

If you have any questions, please contact your VillagePM property manager.

