



We're partnering with Latchel to make maintenance easier.

What to expect for most maintenance:



Submit your maintenance request by text or call: **614.810.8604** or use the **resident portal**.



We'll send you a text, click the web link to let us know your schedule.



We'll let you know when to expect the repairman.



Let us know that your maintenance request has been resolved.

What to expect for emergencies:



Text or call **614.810.8604** to submit your emergency request.



We will triage and troubleshoot your problem over the phone.



If we can't help, we will promptly send a repairman for a quick fix.



Let us know that your maintenance request has been resolved.

Examples of Emergencies:

None of the toilets are working in the home/ You have sewage overflow

Water leaks that are causing immediate damage to the home

No HVAC and temperatures below 45 degrees or above 95 degrees.

Security and safety issues (broken windows, broken/open doors)

Cars blocked in by broken community gates

Electrical outages (no fault of power company) and loss of power to medical equipment

