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SERVICE REQUEST POLICY 2019

SERVICE DEPARTMENT HOURS

Service department hours are 8:00AM-5:00PM, Monday-Friday. Non-emergency service requests will be processed and responded to within 48 business hours. Non-emergency service requests submitted on the weekend or after hours will be processed on the following business day during hours of operation.

HOW TO SUBMIT A SERVICE REQUEST?

- All non-emergency service requests must be submitted through our website at mastropm.com using the “Maintenance” link located in the “Tenants” menu or go to the direct URL:
<https://www.mastropm.com/maintenance-services/>
- A valid email address and working phone number must be used for all requests. We use both email and phone for communication during the service process.
- The email and phone number must also match the information we have on file. If your email address or phone number has changed, please notify us so we can update our records.
- If you are unable to submit a service request using our website, you may contact our office at (559) 322-2005 Ex. 100 and leave a detailed message with your service request. You must include your name, address, phone number and a brief description of the problem you are experiencing.
- Do not expect cosmetic corrections.

HOW NOT TO SUBMIT SERVICE REQUEST

Residents may NOT contact vendors directly to submit a service request.

Residents may NOT email, text, or call Mastro Property Management, Inc. staff to submit a service request.

WHAT TO DO AFTER I SUBMIT A SERVICE REQUEST?

- Residents are responsible for ensuring their voice mail box is empty and for checking their email inbox and spam box for responses related to the service request. If your voicemail box is full and Mastro Property Management, Inc. or the assigned vendor is unable to reach you, your service request will become void after 7 days. Voided service requests must be resubmitted by the Resident.
- Residents will be responsible for coordinating appointments with the assigned vendor during normal business hours (8:00AM-4:00PM, Monday-Friday). Residents must be available to meet the vendor. If Residents do not show up to a scheduled appointment, the vendors’ service fee will be charged to the

tenant for the missed appointment.

- Vendors may leave an appointment at any time if they feel uncomfortable or unsafe.

WHEN WILL MY SERVICE BE COMPLETE?

Availability of vendors and seasonal repairs will dictate our response and turnaround time. Examples include heaters during the winter, air conditioners during the summer, roofs and fences during windy and rainy weather, etc. None emergency repairs typically take 1-4 weeks after your request has been processed, however, repair time can take longer if multiple bids have to be received and/or Home Warranty is completing the repair.

IS THERE A FEE?

- If the maintenance request is to fix something that was due to tenant damage or responsibility, the tenant will be charged.
- Missed appointments: You will be responsible for the cost of a trip charge if you schedule an appointment and fail to show up.
- A \$25.00 fee will be assessed if any of the following occur:
 - There is a non-kenned or unconstrained dog/animal at the time of appointment
 - There is an underage child (17 or under) unattended at the property at the time of the appointment

WHAT ABOUT EMERGENCIES?

- If the emergency is life-threatening, call 9-1-1 immediately!
- If you smell gas or have a carbon monoxide detector sounding, Turn off the Gas Shut-Off to the utilities, open the windows, and contact PG&E at (800) 743-5000.

Below is a list of property-threatening emergencies that require immediate attention:

- Sink / tub / toilet overflowing and the water cannot be stopped.
- Lots of water leaking through pipes or ceiling. (If it is a small drip, use a pot or something similar to catch the water then call the office the next business day).
- Sewage back up and there is no other usable bathroom in the property.
- Anything that endangers life or poses severe damage risk to the property if not corrected immediately qualifies for emergency service.

For property-threatening emergencies after hours, please call (559) 578-2227.

DO NOT call this number for non-emergency maintenance.

We appreciate your cooperation and encourage you to contact us with any questions!