



Maintenance Procedures Acknowledgement

THIS ACKNOWLEDGEMENT, dated _____, between _____ Tenant(s) and HomeRiver San Antonio for the Property located at: _____.

Whenever you have an issue at your property that requires maintenance, please complete the repair request through the tenant portal located at www.HomeRiverSanAntonio.com or use the printed Maintenance Request Form located at the office. **The Lease requires that all maintenance requests must be submitted in writing.**

Please be aware that maintenance of scattered-site single-family homes is not like maintenance of multi-family properties. We use vendors that are licensed and insured to work on all properties. Each service call from any contractor costs the owner money. Therefore it is vitally important that you follow all of the instructions below.

Emergency Maintenance:

Issues that constitute an Emergency: Anything related to the property under lease that is a threat to life, health or the property. If the situation is life threatening, please call 9-1-1 immediately and report to us after the situation is under control and the authorities are on the scene.

Some examples of severe emergencies that requires our immediate attention: fire, flood, sewage back-ups, gas odors, roof leaks, lighting strike, broken water pipes, a fallen tree onto the house, no heat when the outside temperature is below 45 degrees. A reminder HVAC vendors may not be able to repair the unit during non-business hours if parts are needed or if a major repair is needed owner approval will be required.

Issues that do not constitute an Emergency: Some examples: Refrigerator not running, locking yourself out of the house, power or natural gas off, AC not cooling, water heater not heating water, oven not working, dishwasher not running, electrical fixture not working. While these issues are certainly inconvenient, uncomfortable, and exasperating, they are not emergencies. These items will be repaired during the normal business days and times and at the regular service rates. Please remember that neither Management nor the Property Owner is ever liable for any loss or damage to any of your belongings, including food, for any reason or cause whatsoever. Please ensure that you have your renter's insurance policy and contact information so that you can recover any possible personal property losses.

Do not call a contractor on your own! You are not authorized to perform or contract for any repairs on the property. If you call a contractor and incur any bill or invoice for any repair on the property, you are doing so at your own cost. Neither Management nor the property owner will reimburse you for those costs. You must contact Management so that they can arrange for all repairs/maintenance on all systems, appliances, and the structure of the property.

For all after hours Emergency repairs, please call **210-340-1717 and choose option 5.** Please listen carefully and follow all of the instructions on the recording. Make sure that you leave your name, property address, a call back number that you will answer, and the nature of the problem. Please keep in mind that we will endeavor to respond as promptly as possible, but the response time frame may extend up to 4 hours or more depending on the time of day or night you are calling.

Routine Maintenance:

This sort of maintenance is considered to be non-emergency, but does need our attention for repairs such as non-emergency heating and air conditioning issues, broken windows, plumbing repairs, appliance repairs, loose railings, electrical issues, etc. Please select the submit maintenance option located at www.HomeRiverSanAntonio.com or use the printed Maintenance Request Form and expect a response from the office staff by the next business day or contact from the independent contractor to set an appointment. Please keep in mind that during



the change of seasons and times of extreme heat or cold, there may be delays in obtaining professional contractors for service due to significant volume of repairs in the area.

Minor Maintenance:

For very minor items, but those that still need repair such as leaky faucets, fence repairs, garage door openers, ice makers, ceiling fans, etc., Please select the submit maintenance option located at www.HomeRiverSanAntonio.com or use the printed Maintenance Request Form and expect a response from the office staff within 3 business days or contact from the independent contractor to set an appointment which could extend up to thirty (30) days depending upon the nature of the problem and contractor schedules.

Resident Damage or Abuse:

Damages caused by abuse or misuse of any component at the property will be charged to you. We will rely solely upon the service contractor to inform us as to the cause of the problem. For example: If the HVAC Filters are not changed and the coils become clogged the cost of the HVAC Contractor will be your responsibility. It is not a defect of the HVAC system and you should expect the minimum cost to be over \$200.00. If the plumbing is clogged due to items dropped in the toilet (brushes, toys, diapers, sanitary napkins, hair or personal items), the cost of the plumber will be your responsibility. Expect the minimum cost to be \$150.00. This is not considered a failure of the systems in the property and, you should do everything you can to handle these issues yourself. Unless the contractor can prove it was not caused by you (such as roots in the system, pipe collapsed, septic tank backup due to age), then it is assumed it was caused by persons and was not a defect of the property. Clogged plumbing in the baths, laundry and kitchen is your responsibility.

Please Note the following important messages:

- If you claim you have an emergency and we discover that one never existed, you will be charged the service cost from the contractor who responded to the call.
- Do not call after hours unless a true emergency actually exists.
- If we discover through the contractor that the problem is one of your making, then you will be charged for the entire cost of the service call from the contractor.
- **The tenant is responsible for scheduling all appointments directly with the contractor. If you make an appointment with any contractor and you or a person 18 years old or older is not present when the contractor arrives then the contractor will not enter the property and you will be charged a fee for the contractor's trip cost.**

When completing the online or paper form, please make sure that we have your best contact phone numbers as the office staff or the contractor will call to seek more detail about the problems that are occurring at the property. Failure to respond to our calls will simply result in extended delays in someone getting out to the property. For example stating that the toilet is not working is not sufficient for us to be able to know what is wrong with the unit and which contractor to send out. Please make sure you give us as much detail as possible.

Acknowledged & Agreed to this Date: _____

Tenant signature

Tenant signature