

IMPORTANT INFORMATION



Congratulations and welcome to your new home. We understand that renting a home can be a daunting process and there is a lot of information. PLEASE BE SURE THAT YOU HAVE FULLY READ AND UNDERSTAND YOUR LEASING DOCUMENTS. While this document contains a lot of valuable information, it is not everything. This document is an overview of the challenges and questions that can arise.

Contacting the office (*non-emergency*):

1. **Office Visits:** There are several ways that you can reach us. Because we are in and out of the office frequently, we may not be available at the time of your call. Remember that unexpected visits can be inconvenient and we may not be available to meet.
2. **Calling:** You are always welcome to call the office. However, because of the nature of property management it is likely we will not be available. YOU MUST LEAVE US A VOICEMAIL IN OUR GENERAL MAILBOX to ensure we call you back and be able to address the inquiry. We will try to return your call the same day, however it may be within one business day. Remember, we cannot return your call if you do not leave a voicemail. NOTE: the response times are based on goals and are not guaranteed. 801-701-8033
3. **EMAIL:** EMAILING IS THE PREFERRED FORM OF COMMUNICATION. Service@UtahPropertySolutions.com This is because your emails are routed to the person that can best address your inquiry as quickly as possible. We will try to return your e-mail the same day, however it may be within one business day. NOTE: the response times are based on goals and are not guaranteed.

Emergencies:

Please refer to your maintenance document in your leasing packet. Below is a recap of the three categories for your reference.

- **Priority 3: EMERGENCY** situations that are a threat to the safety or health of individuals or may cause major damage to the property. Examples include fire, electrical hazards, flooding, or a tree falling on the house.
 - TARGET response time: We will initiate the repair within 8 hours.
- **Priority 2: URGENT** situations that may interrupt the normal enjoyment of your home or it that could develop into an emergency if not dealt with soon. Some examples include a leaking faucet, slow drains, constantly flushing/running toilets, malfunctioning appliance, loss of hot water, malfunctioning sprinklers, etc.
 - TARGET response time: 7 days.
- **Priority 1: ROUTINE** issues that should be done to protect the long-term value of the property or ensure the comfort of the tenant. Examples include broken window screens, repairing fencing, gutter cleaning, driveway or parking lot maintenance, etc.
 - TARGET response time: 30 days

Loss of A/C, hot water, or a broken appliance is NOT an emergency. Loss of heat is not an emergency unless the temperature is below freezing.

NOTE: Vendors normally work Monday – Friday, 8am – 5pm. Owners will pay extra to handle emergency situations after hours or on weekends/holidays. For URGENT or ROUTINE requests, you should expect the work to be done during normal business hours unless you are willing to pay the additional cost for expedited service. VENDORS WILL NOT ENTER YOUR HOME WITHOUT YOU PRESENT. THEY WILL CALL AND SCHEDULE DIRECTLY WITH YOU.

After Work Order Submission:

- After reviewing your work order, we, or our vendor, may call to gather additional information or walk you through some trouble-shooting steps in an attempt to resolve the issue.
- If we are unable to resolve the problem, PROPERTY SOLUTIONS OF UTAH will approve the work order and assign a vendor.
- The vendor will contact you to schedule an appointment for repairs. Please remember we are a small community and vendors get very busy. They typically cannot respond immediately unless you have an emergency.
- PROPERTY SOLUTIONS OF UTAH does not sign out keys to vendors. It is your responsibility to provide them with access.
- Be sure to coordinate with the vendor or PROPERTY SOLUTIONS OF UTAH if your schedule changes.

- If you do not hear from the vendor after the work was submitted, report this to the PROPERTY SOLUTIONS OF UTAH staff. We will research the cause of the delay and contact you with an update.
- If anything changes with the situation, please update the work order on the portal, by email, or by calling PROPERTY SOLUTIONS OF UTAH.
- After repairs are complete, call or email PROPERTY SOLUTIONS OF UTAH to tell us if the problem was fixed satisfactorily. If the problem persists or returns and you fail to report it, you may be held liable for any damages caused.

4. **Stand-up Charge.** If you schedule an appointment with a vendor and fail to show up, cancel within 12 hours or have the home open for them, you will pay their trip charge plus \$25.
5. **Maintenance Charge Backs.** PROPERTY SOLUTIONS OF UTAH is responsible for repairing or replacing items broken by normal wear-and-tear. Some repairs are necessary due to accidents, misuse, or abuse. If the vendor reports to PROPERTY SOLUTIONS OF UTAH that the damage was not caused by normal use, PROPERTY SOLUTIONS OF UTAH will charge the repair costs to the tenant plus 10%. Failure to pay for maintenance charges could cause a default in the terms of your lease and be grounds for eviction.
6. **Furnace Filters. Light Bulbs & Smoke Detectors:** Your lease requires that you maintain, among other items, furnace filters, light bulbs and smoke detectors.

Tenant Signature Date

Tenant Signature Date

Tenant Signature Date

Tenant Signature Date