

Randy's Rants

September 2014

Maintenance Issues

The number one complaint against landlords in America involves maintenance. Tenants complain that landlords do not respond quickly or at all. So, here are some tips to help both the tenant and the landlord improve maintenance response times:

For Tenants

1. Call or email the maintenance coordinator. Do not call the office because office personnel do not do maintenance. It slows down the process if you call the office and then someone in the office has to call maintenance. If you are renting from a "mom & pop" landlord you will have to call them direct.
2. Unless your need is an emergency, write or email your request for maintenance. This way your request is in writing and there can be no misunderstanding as to what your problem is or when you submitted your request.
3. If you set up an appointment for maintenance to meet you at your property....BE THERE ON TIME.
If you cannot make the appointment, call to reschedule....don't waste the maintenance person's time by allowing them to show up and wait around for you.

For Landlords

1. Set up a system to receive tenant's requests for maintenance 24 hours a day. Tell tenants to contact your maintenance department NOT the office when they need assistance.
2. Tell your maintenance personnel if they cannot show up on time to call the tenant and explain why and when they will be there.
3. Instruct your maintenance people not to use the tenant's "stuff" while in their property (i.e. get a drink of water, use their bathroom, put stuff in their trash can, read their magazines, etc.).

Maintenance is a two-way street. We all have to work together to get the repairs done timely, efficiently and within budget.