

48-Hour Service Request Guarantee

If a routine service request is not completed within 48 hours from when the request was made, your rent credit will begin the day you notify the management office the request was not completed. If you have a second request for the same problem within one week after a repair has been made, your rent credit will begin on the date of the second request. Your rent credit will continue until your guaranteed request has been completed.

Requests made after 4:00 p.m., on weekends and holidays will be considered to have been placed the following business day at 9:00 a.m. If you feel your service request was not completed to your satisfaction, you must notify us in writing within 24 hours of the time the service request should have been completed. Our Service Guarantee is contingent upon our ability to have access to the apartment during normal business hours. Any damage or abuse to the apartment, fixtures, appliances or other equipment will void our Service Guarantee.

Unfortunately, the nature of some non-routine requests makes it virtually impossible to correct all repairs within a 48-hour time period. Such non-routine service requests are excluded from the Service Guarantee and include but are not limited to; roofs, gutters and floor covering replacements or repairs, foundation and structural repairs, siding, cable TV, intrusion alarms, gate and access systems, pest control and other work requiring a third-party contractor. Inclement weather, natural disasters or other emergencies that affect large numbers of residents will temporarily suspend our Service Guarantee.