



1954 NW South Outer Rd  
Blue Springs MO 64015  
(816) 228-3310 (office)  
(816) 228-3308 (fax)

## Maintenance Request

**NOTE: Before submitting this request, please review the Troubleshooting Tips and Policies and Procedures.**

At LATTA Real Estate Services, Inc., maintenance of the properties we manage is of the utmost importance. Maintenance and upkeep is not only the responsibility of the property owner, but also the tenant through prompt reporting of maintenance issues and tenant responsibility for minor maintenance issues. Our service technicians and outside contractors are carefully screened and insured but will not enter a property where only minors are present. Routine non-emergency maintenance and repairs are preformed between the hours of 9AM to 5PM Monday through Friday.

To help us respond promptly to your maintenance request, provide a **detailed** description of each problem. Statements such as “my plumbing leaks” gives very little helpful information. Be specific by stating details such as “the sink faucet in the ½ bath drips and won’t shut off completely” or “the toilet in the full bath runs continuously and won’t shut off”.

**Property Address:** \_\_\_\_\_

**Tenant Name(s):** \_\_\_\_\_

**Cell Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

For each issue reported below, provide a detailed description and steps you have taken to correct the problem.

**Maintenance Issue #1:** \_\_\_\_\_

**Maintenance Issue #2:** \_\_\_\_\_

**Maintenance Issue #3:** \_\_\_\_\_

### **How May We Enter?:**

- ( ) Come in anytime with key – knock first and leave a card if no one is home
- ( ) Let me know when, then give manager’s key to service technician or contractor
- ( ) I’m available weekdays from 9AM to 1PM, want to be present
- ( ) I’m available weekdays from 1PM to 5PM, want to be present

Email this request to repairs@lattahomes.com.. We make every effort to respond to non-emergency repair or maintenance requests within 7 days after receipt of the written request.

### **Acknowledgement**

We have reviewed the Troubleshooting Tips and Policies and Procedures regarding our maintenance responsibilities as tenants. If we requested to be present when services are performed, a service call will be scheduled for the requested time frame. We understand that we will be charged (a) for any work completed by service personnel or contractors which is our responsibility under the terms of our tenancy agreement and (b) will be charged a \$75 service call if we fail to meet the service technician during the scheduled time frame.

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Tenant Signature