

# How to Make Maintenance Requests

## **Online Maintenance Requests:**

Maintenance requests can be processed and facilitated online via our website:

[www.UCRez.com](http://www.UCRez.com) Such work orders will be received and processed by the Maintenance Department and work order statuses will be updated regularly via the website until the work order is complete.

Steps to submit an online request:

1. Log into your account
2. Click on MESSAGES
3. Click on CONTACT US
4. Fill up the request form by writing detailed description of issues
5. **Upload at least one photo or video of issues (REQUIRED)**
6. Click on Submit

## **Office Maintenance Service:**

Maintenance requests can also be made at our local office:

Please visit our local office to fill out the Maintenance Requests Form in person, your request will be transferred to the Maintenance Department.

**Emergency Maintenance requests** will be taken 24 hours a day, 7 days a week by maintenance manager. Only emergency calls are taken. Please call Superintendent PETER: 519-791-2119

- What constitutes an Emergency?
  - Leaking issues
  - Clogged toilet unless there are multiple toilets within the apartment home
  - No hot water
  - No electricity
  - No heat

*Please do not utilize our Emergency Maintenance Service for non-emergency requests. The Maintenance Department is continuously striving to provide our residents with the best possible maintenance service. The Maintenance Department has completed a program of training that will enable them to identify preventive maintenance opportunities in each apartment. Therefore, when maintenance is called to your apartment for a repair they will be performing preventive maintenance checks in addition to repairing the item requested. We believe this type of program will eliminate many emergency work requests and therefore provide better service for all our residents.*

*For the non-emergency request, it will be processed within 14 days since the task has been forwarded to the Maintenance Department.*