

Residents of The Villages at Belvoir may submit maintenance requests in any of the following ways:

- Call the 24-hour maintenance line at 703.619.3880;
- Call the Community Management Office;
- Visit the Community Management Office in person; or
- Use the Resident Portal on-line service request form available through the Resident Resources section of The Villages at Belvoir website (www.villagesatbelvoir.com) for ***routine maintenance requests only***.

Property management provides 24-hour emergency maintenance service. ***Emergency work orders take priority over all other work orders because they require immediate action.*** A service technician will respond promptly, either by telephone or in person, to confirm the classification of any emergency maintenance request and establish priorities for addressing multiple emergencies. The following situations are examples of the classification of requests, but are not limited to these situations only.

Emergency Maintenance Request

An emergency maintenance request applies when any condition is present that may constitute an immediate threat to health, safety, or property. These requests are responded to, either by telephone or in person, within one (1) hour.

Examples: loss of heating (when exterior temperature is below 50 degrees), loss of air conditioning (when exterior temperature is above 85 degrees), sewage back-up, electrical hazards, inoperable exterior door lock, broken water line, or flooding. **IMMEDIATELY REPORT fire and natural gas leaks to the Fire Department by calling 703.781.1800 and then report the leak to the Community Management Office.**

Urgent Maintenance Request

An urgent maintenance request applies when any condition exists that could become an emergency if not addressed in a timely manner. Urgent maintenance requests are responded to, either by telephone or in person, within four (4) hours.

Examples: Range/oven failures, refrigerator failure, water heater failure, inoperable toilet when only one toilet is present in the home, broken window, garage door jammed or inoperable, or when a light fixture, switch, or outlet is not working.

Routine Maintenance Request

A routine maintenance request applies when any condition exists that is not categorized as emergency or urgent situation.

Residents should inform the person taking the maintenance request if there are any verifiable medical conditions that will be aggravated by the condition present in the home related to the request.

When responding to a maintenance request, Landlord maintenance personnel will ring the doorbell, knock on the door, and wait an appropriate amount of time before entering the Premises. Uniformed maintenance technicians will hang a notice on the front door knob when they are in the home and will leave a notification slip behind after they have completed the work in the home. In the event maintenance personnel are unable to gain access to your home, a \$25 false trip charge will be incurred. To avoid a false trip charge, contact your Community Management Office a minimum of two (2) hours before the scheduled appointment.

When responding to a maintenance request, Landlord maintenance personnel will ring the doorbell, knock on the door, and wait an appropriate amount of time before entering the Premises. Uniformed maintenance technicians will hang a notice on the front door knob when they are in the home and will leave a notification slip behind after they have completed the work in the home. In the event maintenance personnel are unable to gain access to your home, a \$25 false trip charge will be incurred. To avoid a false trip charge, contact your Community Management Office a minimum of two (2) hours before the scheduled appointment.

All warranty requests are handled according to warranty policy. The Landlord will schedule all warranty work and in turn will notify the Resident of the scheduled date of service. It is the Resident's responsibility to either be at the Premises on the scheduled day or prepare the Premises for entry. If the technician is not able to enter the Premises due to an unconfined pet or an unattended child age 17 and under in the home, ***the Resident will be responsible for the service fee.***

Residents should contact their respective Community Management Office if there are any questions concerning any maintenance issues. **We encourage all residents to complete and return the Maintenance Rating Card (green card) left behind by the maintenance technician each time maintenance work is performed.** Survey cards may be returned by mail or by dropping them off at any Community Management Office. These cards assist us in evaluating our service technicians and the services we provide.

False Trip Charge

A False Trip charge of \$25.00 will be incurred when a maintenance technician responds to the following situations:

1. When access is denied to the home for scheduled AM/PM routine maintenance appointments
2. When an Emergency Maintenance Request is falsely reported
3. When access is denied to the home for scheduled preventative maintenance

To avoid a false trip charge, contact your Community Management Office a minimum of two (2) hours before the scheduled appointment. For example:

- If you have a morning appointment (between 8:30 a.m. and 1:00 p.m.), you will need to contact your Resident Relations Specialist by 3:30 p.m. the day before the appointment
- If you have an afternoon appointment (between noon and 5:00 p.m.), you will need to contact your Resident Relations Specialist by 10:00 a.m. the same day

If you have any questions about this policy, please contact your Community Management Office.

