



682-7881

Service Request Template

Use this format when submitting a maintenance request to your property management team — whether through the resident portal, by email, or in person.



Subject Line (if emailed):

Service Request: [Brief Description] – [Your Unit #]

Example: Service Request: Leaking Kitchen Sink – Apt. 204B



Your Information

- Name:
- Unit/Address:
- Phone Number:
- Best Time to Contact or Enter: (Morning / Afternoon / Anytime)
- Pet in Unit? (Yes / No — include details for safety)



Issue Description

Cover all the bases (think back to elementary school): Who, What, Where, When, Why, and How.

- **Who:** Who is affected? (Just you, roommates, or the whole building?)
- **What:** What exactly is happening or broken?
- **Where:** Where is it happening in your home or community?
- **When:** When did you first notice it? Has it changed or worsened?
- **Why:** What do you think is causing it (if you can tell)?
- **How:** How is it impacting your comfort, safety, or ability to live normally?

Tip: Clear details = faster fixes. Avoid “it’s broken” and describe the symptoms.



Attach Photos or Videos (if possible)

A picture of the problem = faster diagnosis.



Permission to Enter

“I authorize maintenance to enter my apartment if I’m not home to complete this repair.”

(Always check your community’s policy — this can speed up scheduling!)



Optional but Helpful Notes

- Mention if the issue is urgent or recurring.
- If you have multiple items, list them as separate bullet points.
- End with a brief, polite note:
“Thank you for your help resolving this!”

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Example: Filled-Out Version

Subject: Service Request: No Heat – Unit 316

Name: Jane Doe

Address: 123 Main Street, Apt. 316

Phone: (804) 555-1212

Best Time to Enter: Anytime

Pet: Yes – one friendly dog (Mozart)

Issue Description:

- **Who:** It's just me in the apartment, no roommates.
- **What:** The heater is running but not blowing warm air.
- **Where:** Throughout the entire apartment — no vents are producing heat.
- **When:** I noticed it last night around 9 p.m., and it's been blowing cool air since.
- **Why:** I'm not sure, but the thermostat says "Heat On," so I think the system might not be igniting properly.
- **How:** It's currently 58°F inside, and it's very cold overnight.

Attachments: Photo of thermostat showing temperature and settings.

Permission to Enter: Approved.

Notes: Given the temperature in the apartment, I'd appreciate if this could be treated as an urgent request.

Thank you for your help!



Quick Tip:

If you're ever unsure what to include, imagine the tech has never seen your apartment before. Give them enough info to find the issue and fix it without having to call you for details.