



Submitting a Service Request

Why This Matters:

Teams are stretched. Some companies are using AI to route requests and reduce on-site staffing. Logging your issue correctly helps ensure it gets seen, taken seriously, and handled quickly — without the back-and-forth.

Step 1: How and Where to Log Your Request

Always use the official system — app, online portal, or email address provided at move-in. Even if you mention something casually to staff, log it yourself. Why?

- It creates a time-stamped paper trail
- You control the accuracy and clarity
- It gets routed to the right person faster

! Verbal requests can get lost in the shuffle — especially if staff are covering multiple buildings.

Step 2: Be Specific — Answer These Questions

The more specific you are, the fewer follow-ups and delays. When writing your request, aim to answer:

Where is the problem?

- Unit number + specific location (e.g. “bedroom window,” “kitchen faucet”)
- If it’s outside your unit: hallway, stairwell, elevator #, etc.

When did it start?

- Is it ongoing or new?
- Has it gotten worse over time?

What exactly is happening?

- What’s the issue? (e.g. “toilet leaking,” “AC making loud noise,” “front door sticks”)
- Describe behavior, not just symptoms (e.g. “dishwasher powers on but doesn’t run cycle”)

Can you attach a photo or video?

- If it’s visible (leaks, cracks, pests), visuals help the tech diagnose before arrival

How urgent is it?

- Routine, urgent, or emergency?
- If it’s impacting your safety, health, or basic needs (like water or electricity), say so clearly

Common Mistakes to Avoid:

- Missing unit number or vague location (“bathroom” — whose?)
- Using unclear descriptions (“It’s broken” — what’s broken?)
- Not stating when the issue started
- Only reporting in person or over text — no paper trail
- Submitting multiple vague tickets for the same issue

Bonus Tips:

- Take screenshots of your request or confirmation emails for your own records
- Follow up after 48–72 hours if there’s no response — politely, and through the same system
- If there’s no progress after that, escalate through the proper channel — include your original ticket info.

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