



ADDING A MAINTENANCE SERVICE TICKET

All maintenance requests must be in writing. The following are instructions for placing a maintenance request.

1. Got to www.classic-property.com
2. Log in to your account under "Resident Login"
3. At the top of your Dashboard go to "Service issues"

TENANT WEBACCESS

Dashboard Charges Transactions Make a Payment Service Issues Leases Notes

Dashboard

Welcome, Cindy Test

Monday, May 14th, 2018
8342 Wayne Ave

Unit

Manager

Phone

Address 8342 Wayne Ave. Kansas City, MO 64131

4. Go to "Add Issue"

Service Issues

add service issue

Open/Closed: Open And Closed | From Date: 11/14/2017 | To Date: 5/14/2018 | filter

10 items per page

Issue	Date	Closed	Status	Issue	Description
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Showing 0 to 0 of 0 entries | 10 items per page

5. Type up the details of your maintenance issue.

Open Date
5/14/2018 3:06:04 PM

Issue
Hot Water Heater Leak

Description
Our hot water tank is leaking onto the basement floor.

Allowed to Enter Pets

add service issue

6. You will receive an email notice that we received your work order and an assigned ticket number.

TENANT WEBACCESS

Your request for service has been received. Your ticket number is 6127.

A vendor will be assigned to your service ticket and they will contact you to schedule the repair. If it is not an emergency please allow seven to ten business days for them to contact you. If you have further questions or would like an update on a service ticket please email me at Cindy@Classic-property.com please do not put in an additional ticket.

PLEASE NOTE We are experiencing a high call volume of incoming work orders. Your work order could take longer to be addressed. All emergencies will be handled first.

If this is an emergency and it is after business hours, please contact our emergency service line 816-285-7877 or email emergency@classic-property.com

Thank you,

Cindy Crosby

Classic Property Management, Inc.

Maintenance requests are received by our maintenance department Monday-Friday during normal business hours with the exception of holidays and staff training days. Maintenance requests added after 4 PM Monday-Thursday or 3 PM Friday may not be processed until the next business day. Once received, they are dispatched to the necessary vendor. The vendor will contact you to make the appointment for service. Once work orders are sent to a vendor, it is their responsibility to contact you. If you have not heard from someone within 7-10 days of placing a non-emergency work order, please contact our office.

After hours and weekend EMERGENCY ONLY maintenance can be placed by sending an email to emergency@classic-property.com OR by calling 816-285-7877 and leaving a message with the details of your name, address, phone number and nature of your emergency.

Emergencies consist of any major, uncontrollable water issue that causes damage, HVAC malfunctions during exterior temperatures of: heat over 85 degrees or cold under 50 degrees.