Maintenance & Repairs: What is your maintenance process?

Property Owner FAQ · https://smarteggmgmt.com/faq/what-is-your-maintenance-process/

When a maintenance request comes in, we carefully evaluate it to determine: Is it a legitimate service request? Is it owner or tenant responsibility? Is it a simple repair that the tenant could make? If not, who is the best technician to send out on the job? We have extensive troubleshooting protocols as well as a video library of simple repairs that tenants can make on their own. If you have a home warranty policy, we'll contact them for covered issues. If it's damage covered by insurance we'll contact you about submitting a claim. We take maintenance very seriously!