# TENANT MAINTENANCE & REPAIRS

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Before going to our website to submit your request, it is critical that you determine **IF YOU ARE IN AN EMERGENCY SITUATION.**

**What Constitutes an Emergency?**

- Fire or Anything life threatening - **Call 911**
- Non-life threatening but significant damage to the property (flooding, etc.) – Call your Northpoint Manager
- Habitability Issue (Heater in Winter, AC in summer in extreme conditions) – Call your Northpoint Manager
- Vandalism or security related issue

**What constitutes a non-emergency repair item?**

- Non-life threatening damage that is not significant
- Broken appliances
- Contained Water leaks
- Interruption of Utility Services
- Lock Out

All maintenance requests are prioritized and treated accordingly. Northpoint will respond to maintenance emergencies first and will address them immediately. All other maintenance requests will be responded to as soon as possible. Northpoint will make every effort to respond to all non-emergency maintenance requests with 48 hours.
USING THE TENANT PORTAL TO REQUEST SERVICE

On the Northpoint web site, go directly to “Maintenance Request” from the main menu. Simply click on “Tenants” and the “Maintenance Requests” from the drop down menu. Be sure to use the “Maintenance Requests” button. When you submit this way, our system keeps a history and status of all requests. This is valuable to you for record keeping.

This form will automatically populate

Now, you will use the drop down menu to choose your location.

SUBMIT MAINTENANCE REQUEST

Select Region: __________________________

Choose Your Location __________________

Instructions:
From the My Account tab, click the NEW SERVICE REQUEST button.
Or navigate to the Maintenance Tab and enter your service request there.

SUBMIT
You have now selected your region. Click SUBMIT and the login screen will appear.

SUBMIT MAINTENANCE REQUEST

Select Region:

SALT LAKE CITY

Instructions:

From the My Account tab, click the NEW SERVICE REQUEST button. Or navigate to the Maintenance Tab and enter your service request there.

Submit

Salt Lake City

Secure Login

Email Address

Password

Sign In

Forgot your password?

Don’t have an Account?

Signing up is easy, fast and secure.

Sign up
After you have logged in, this screen will automatically appear. You are now on the maintenance tab in your portal. **Fill in all fields that are tagged with a red arrow below.** When you are finished, click on “SAVE.”
Once you have submitted your request, you will receive the following message.

The Work Order has been successfully approved.

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YOU ARE FINISHED WITH YOUR REQUEST!! (CONTINUE TO NEXT PAGE)
NORTHPOINT RESPONSE TIMES

Northpoint will respond to your requests as follows. Keep in mind this is contact response time, not completion of the repair.

- **Emergency** – Contact within the same day
- **Non-Emergency** - Contact within 48 hour
### WHO IS RESPONSIBLE FOR REPAIRS?

<table>
<thead>
<tr>
<th>Tenant</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Damage caused by action or inaction of tenant, pets or tenant guests, such as clogged disposals, tub overflow, misuse of appliances, failure to report, etc.</td>
<td>Services in the owner’s name such as water, power, etc.</td>
</tr>
<tr>
<td>Services requested by tenant such as lockout, lost garage remote, etc.</td>
<td>Pre-existing damage of documented condition, i.e., roots in sewer lines, roof leak, tree fall, etc.</td>
</tr>
<tr>
<td>Smoke Detector Batteries</td>
<td></td>
</tr>
<tr>
<td>Carbon Monoxide Detector Batteries</td>
<td></td>
</tr>
<tr>
<td>Light bulbs, water filters, drain clearance, leaking toilets, HVAC filters</td>
<td></td>
</tr>
<tr>
<td>Exception Circumstances such as wood floors warped from sink overflow</td>
<td>Exception Circumstances such as damage from a break-in.</td>
</tr>
<tr>
<td>Yard care, weed prevention and removal, gutter cleaning</td>
<td></td>
</tr>
<tr>
<td><strong>Permission to install a satellite dish and where - granted by owner</strong></td>
<td><strong>Permission to install a satellite dish and where - granted by owner</strong></td>
</tr>
<tr>
<td>Toilet or sewer back up in house</td>
<td>Drain at main water line into the house</td>
</tr>
<tr>
<td>Pet Stains</td>
<td></td>
</tr>
<tr>
<td>Pool or spa maintenance (Based on your lease agreement)</td>
<td>Pool or spa maintenance (Based on your lease agreement)</td>
</tr>
</tbody>
</table>
### WHO IS RESPONSIBLE FOR REPAIRS? (Cont’d)

<table>
<thead>
<tr>
<th>Tenant</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broken Windows Caused by Tenant</td>
<td>Broken windows caused by vandalism</td>
</tr>
<tr>
<td>Damaged Screens caused by Tenant</td>
<td>Damaged screens caused by vandalism</td>
</tr>
<tr>
<td>Pest infestations – bed bugs – roaches-ants</td>
<td></td>
</tr>
<tr>
<td>Damaged Interior Doors</td>
<td></td>
</tr>
<tr>
<td>Carpet Damage</td>
<td></td>
</tr>
<tr>
<td>Damaged outer door caused by Tenant</td>
<td>Damaged outer door caused by vandalism</td>
</tr>
</tbody>
</table>
COMMON MAINTENANCE ISSUES YOU CAN SOLVE YOURSELF

- **HVAC Not Working**
  - Replace the filter, check that the batteries, breaker box, and furnace door are in place AND in good working condition. Replace the filter and reset the breaker.

- **Smoke Detector Chirping**
  - Replace the batteries

- **Singing Toilet**
  - Adjust the flapper chain or replace the flapper

- **Garbage Disposal Not Working**
  - Reset the breaker for the disposal at the panel – push the button on the bottom of the disposal. Check the GFI plug to see if it is tripped and reset as necessary. Reset the fuse on the disposal unit, manually rotating with the ¼ inch hex key on the bottom.
- **Fridge/Freezer not cooling**
  - Cleanout and defrost the refrigerator and vacuum the evaporator coils on the bottom.

- **Water too hot or too cold**
  - Adjust the tank thermostat as necessary.

- **Garage remote batteries**
  - Replace the batteries before submitting a maintenance request.

- **Keys locked inside or lost**
  - Call a locksmith. You are responsible to pay the locksmith.