



### MAINTENANCE REQUEST FORM

Today's Date: \_\_\_\_\_ Tenant Name: \_\_\_\_\_

Property Address: \_\_\_\_\_  
\_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Have you reported this problem before? Yes  No

Do you have pets in the property? Yes  No

**Describe the problem:**

- Be as specific as possible – include room/location
- Tell us what you have already done to try and fix the problem (if applicable)
- Provide alarm code (if applicable)
- For appliance problems include make, model, and serial number

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

-Do we have permission to enter the property to make these repairs? Yes  No\*\*   
-Do you understand you are responsible to provide access to the property Yes  No

\*\*If you answer NO, then a Resident over the age of 18 must be home from 8:00am to 5:00pm on the assigned service call day.

Service calls are scheduled within seven (7) days of submitting this request.

Homes under a builder's warranty may take longer than seven days.

You will be charged for the repair cost (including trip charges):

- If damage or repairs were caused by you (clogged garbage disposal, clogged drains, toilet, misused appliance, etc.);
- If repair is your responsibility per your Residential Lease Agreement (replacing smoke detector batteries, flipped breakers, replacing light bulbs, etc.);
- If you miss an appointment with a contractor assigned by Aetna Properties, Inc. or any other vendor;
- If you refuse or restrict access to the property when requested;
- Additional charges may apply.

By submitting this Maintenance Request Form you agree to these Terms and Conditions and all provisions in your Residential Lease Agreement. Submission of this form by one resident implies the consent of all residents on the lease.

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

**Please send the completed form to: AETNA PROPERTIES, INC.  
PO Box 69181  
Portland, OR 97239**