



RESIDENT'S MAINTENANCE SERVICE REQUEST

FORM
T-RMSR

5/16/10

(PLEASE PRINT CLEARLY & COMPLETE ALL SECTIONS TO AVOID A DELAY IN PROCESSING)

OFFICE USE ONLY:	RECEIVED ON (MM/DD/YY):	AT (HH:MM, AM/PM):	AGENT ID: SIGNATURE:
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Should you become aware of a maintenance problem it is your responsibility to notify RNB Property Management immediately **both verbal and in writing.**

Step 1: Contact RNB verbally by phone or in person

	Business Hours Mon. - Fri. 10am - 6pm Sat. - Sun. 10am - 2pm	After Hours Closed
Non-Emergency	916.435.2424	916.435.2426
Emergency	916.435.2423	916.871.8640

Step 2: Submit a written maintenance service request by

A	Completing this form and submitting it in person, by fax (916.435.2425), or by email (maintenance@RNB2Day.com)
OR	
B	Submit a written maintenance service request online at www.RNB2Day.com under Maintenance Services

RNB Emergency Response is available 24 hours a day 7 days a week for the following issues only:

- 1) HVAC - No heat in the property and the outside temperature is below 55 degrees
- 2) Plumbing - Clogged sewer line: if there is no other usable bathroom in the property and/or burst water supply lines
- 3) Structural - Storm damage to roof: tree limbs on roof, etc

RESIDENT CONTACT INFORMATION

RESIDENT'S NAME (Primary)	PHONE #
RESIDENT'S NAME (Secondary)	PHONE #

ADDRESS THIS REQUEST IS REGARDING	CITY	STATE	ZIP CODE
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Best time to contact you (time optional): <input type="checkbox"/> Mornings: _____ <input type="checkbox"/> Afternoons: _____ <input type="checkbox"/> Evenings: _____	<input type="checkbox"/> I authorize an RNB Property Management Agent and/or Service person(s) to enter the address above if Resident(s) is or is not home. <input type="checkbox"/> I wish to be present during the maintenance service. _____ Resident's Signature Date
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Please describe in detail the issue or issues you are currently experiencing and any special instructions: