



6800 Westgate Blvd., Ste. 132-173 Austin, TX 78745 | 512.916.1300 Office | 512.233.5314 Fax

Maintenance Request Form

- To help us provide you with a quick response, be as specific as possible when describing your problem and fill the form in completely. Requests that are not specific (such as “stove not working”) or have missing contact information, will delay our response while we contact you for clarification.
- Routine maintenance requests are processed during normal business hours. If you don’t hear from anyone or if your requested maintenance has not been completed in a few days, please call our office to follow up.
- If you provide a valid email address, our maintenance system will send you a confirmation email. If you do not receive a confirmation email, please resubmit your request.
- As stated in your lease agreement, if the work requested is found to be a resident's responsibility, you will be billed for the charges.
- Missed Appointments – You will be responsible for the payment of any service call charged for: a) a missed appointment, b) not providing access to your unit when requested, c) leaving a keyless bolting devices engaged, or d) not following other instructions as you agreed to resulting in the vendor not gaining entry to the property.
- The vendors we use are **not** employees of Mila Properties. If a vendor fails to keep an appointment, does not complete a repair, does not follow up with another appointment (if needed to complete the job) or if you feel you have received unsatisfactory service or work, please let us know immediately.
- We nor any of our vendors will enter your home at anytime if someone 18 years of age or younger is at home without adult supervision, no exceptions.

Maintenance Request Form

Complete Form in full for quick response

Name: _____

Property Address: _____

Unit Number: _____

Work Number: _____

Cell Number: _____

Home Number: _____

Email Address: _____

Contact me at my: Home Work Cell Email (circle all that apply)

How long has this been going on? _____

Is there an alarm? Yes No (circle one)

Are animals present? Yes No (circle one)

Do you authorize us to release a key to a vendor to enter your home? Yes No (circle one)

- If you answered No, a vendor will contact you to set an appointment from the hours of 8:30 am to 5:30 pm.

- If you answered Yes, a vendor will pick up a key from our office and go to your home without contacting you unless noted otherwise.

* Please understand that the vendors are not Mila Properties employees. Mila Properties is not liable for any discrepancies made by vendor.

Please describe your maintenance request, be as detailed as possible: _____

Is this the first occurrence? Yes No (circle one)

****Signature:** _____

Please submit information either by mail, fax or email to contact information below:

Mila Properties
6800 Westgate Blvd., Ste. 132-173
Austin, TX 78745
512.916.1300 office
512.233.5314 fax
office@milaproperties.com