

REPORTING MAINTENANCE ISSUES AND EMERGENCIES

Lee Property Management is committed to providing prompt response to maintenance issues.

As a tenant, you have several options to report maintenance issues.

1. Use your **Tenant Portal** (you may access through the Tenants page of our company website at www.leepropmgt.com/tenants.)
2. Send an email; including your property address (preferably on the subject line) and a contact phone number to our company email address at lpm@leepropmgt.com
3. Call our Message Center 24 hours a day at 757-504-2048 and press 2. Leave a detailed message including your name, property address, best contact number and a description of the problem.

****FOR EMERGENCIES OR URGENT ISSUES****

There is an LPM staff person on call 24 hours a day. If you have a maintenance emergency you **MUST** call our Message Center (757-504-2048) and press 1.

We suggest that you call our Message Center and become familiar with how our emergency line system works so that you will be more comfortable when you do need to report an emergency. Note that we consider an emergency to be any issue related to the safety and well-being of our tenants or any issue causing property damage. Examples include (but are not limited to):

- Electrical shorts
- Fire hazards including inoperable smoke detectors (this doesn't include simple battery replacement)
- Water leaks
- Heat or Air conditioning not working properly
- Storm damage