



Procedures for Requesting Maintenance

Before calling Landmark Maintenance (LM), please determine if your maintenance request is a true emergency or a non-emergency. In an effort to save you money and assist you in maintaining the premises that you are leasing, Firebird Housing has put together some do-it-yourself videos demonstrating some commonly experienced maintenance needs. Please utilize these as needed. They can be found at www.firebirdhousing.com under the tenant tab.

In case of an emergency:

If it is during normal business hours, please call the LM office at (480) 926-2922 and a member of the staff will assist you. If it is after normal business hours, please call the LM office at (480) 926-2922 and dial "1" for the emergency line. You will be instructed to leave a message including your name, contact number, property address and the nature of your emergency. Please be sure to follow the instructions completely so a member of our staff can assist you efficiently.

There are few emergencies. An emergency is a life-threatening situation such as fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911
- After contacting one or more of the above sources, then call the LM office and report the problem.
- Emergencies such as backed up plumbing or flooding; call the LM office and report the problem, if necessary call 911.
- Emergencies involving a non-working a/c in temperatures of 100 degrees or more or a non-working heater in temperatures below 50 degrees or more call the LM office and report the problem.

For Non-emergencies:

- Fill out a tenant "work order" request on-line through your Tenant Portal. Submittal of all "work orders" through your Tenant Portal is preferred, however they may also be submitted via fax, mail, or by hand delivering the request to the LM office. (Landmark Maintenance is located at the same building address as Firebird Housing Specialists (FHS))
- A "work order" request form has been enclosed in this Packet. However, they are also available on the FHS website under the documents tab if needed.
- A LM representative will assign a vendor to contact you.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the LM office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair-person within 5 – 7 business days, please call the LM office and inform the LM staff that a vendor has not contacted you.
- A LM staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call LM and state you had a recent repair but there is still a problem.
- Recent repair means within the last 60 days and pest control work means within 30 days.

If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Thank You,

Landmark Maintenance team and Firebird Housing Specialists Team