



[Repair Request - Home Property Management](#)

I need a repair. What should I do next?

Is my repair request an emergency?

(Interactive clicks):

[Yes - No - Learn what's an emergency](#)

Yes

1. [Call HPM Repairs # \(561\) 693-2646](#)

No

1. [Request a repair online using our tenant portal.](#)

Move the question to under the whats an emergency

What's an emergency?

Under our guidelines, and the Florida Landlord Tenant Laws, emergency repairs shall be deemed as follows:

1. Broken locks, window locks or a broken garage door and/or automatic garage door opener.
2. Major water leaks, including broken pipes or seriously clogged drains that could flood the premises.
3. No heat (if provided).
4. No air conditioning ONLY provided the LESSEE has PRE-REGISTERED a physician's letter stating a legal occupant of the premises has a medical condition which can be aggravated by excess heat.
5. Gas leaks.
6. Electrical shorts or sparking.
7. Any other condition which the LESSEE may deem life-threatening or pose a threat of harm to the premises.
8. No Hot Water is NOT an emergency, even at freezing temperatures.



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(Dropdown): The following list of emergencies should be in a drop down list format that loads a bubble/box when you click on the title. Sample:

Electrical Outages

If you lose electrical power in your rental property, call your utility company first. There may be localized problems on the grid or there could be a problem with your account.

Tripped Circuit Breaker

If you overload the electrical circuit and trip your breaker, your power will cut. Locate your beaker and check that the lever is in the "ON" position. If it's not, flip it back to that position to restore power access. If a GFI outlet is not working, try to press the reset button to see if that resolves your issue.

[Click on this link for a video on how to reset a GFI and circuit breaker](#)

Hot Water Problems

HVAC Failure

List of emergencies

- ☐ [FIRE](#)
- ☐ [No A/C in HOT weather](#)
- ☐ [No HEAT in COLD weather](#)
- ☐ [A BROKEN GAS LINE OR GAS LEAK](#)
- ☐ [FLOODING / ACTIVE WATER LEAK](#)
- ☐ [LOCKED OUT](#)
- ☐ [PROPERTY CAN'T BE SECURED](#)
- ☐ [Refrigerator Not Cooling](#)
- ☐ [Electrical Outage](#)
- ☐ [Leaking Roof](#)
- ☐ [No Water Supply](#)
- ☐ [Hurricane Policy](#)



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Triage per emergency type:

The following is the info that should load in a bubble/box when they click on each title:

FIRE

1. Have you called 911?
2. Vacate the property
3. Call HPM Repairs # (561) 693-2646

No A/C in HOT weather

1. Is the current temperature forecasted to go above 80°F by the next business day?
 - a. Yes
 - i. Is the power on?
 - ii. Can you replace the batteries on the thermostat?
 - [How to Replace Thermostat Batteries](#)
 - iii. Have you checked the electrical panel box?
 - Video: [Resetting a Circuit Breaker](#)
 - Video: [Exterior A/C Circuit Breaker Reset](#)
 - iv. Call HPM Repairs # (561) 693-2646
 - b. No (Below 80°F)
 - i. The STANDARD temperature threshold for emergencies is: >80°F
 - Please [Request a repair online using our tenant portal.](#)

No HEAT in COLD weather

1. Is the current temperature forecasted to go below 60°F by the next business day?
 - a. Yes
 - i. Is the power on?
 - ii. Can you replace the batteries on the thermostat?
 - [How to Replace Thermostat Batteries](#)
 - iii. Have you checked the electrical panel box?
 - a. Video: [Resetting a Circuit Breaker](#)
 - b. Video [Exterior A/C Circuit Breaker Reset](#)
 - iv. Call HPM Repairs # (561) 693-2646



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- b. No (Above 60°F)
 - i. The STANDARD temperature threshold for emergencies is: <60°F
 - Please [Request a repair online using our tenant portal.](#)

A BROKEN GAS LINE OR GAS LEAK

1. Please double-check the stove knobs.
2. It still smells like gas.
3. Can you try to shut off the main supply valve of the gas line to prevent leaking gas any further?
4. Please vacate the property
5. Please contact the gas company (Their number can usually be found on the metal plate on the meter or on your most recent bill)
6. Please contact the fire department
 - a. Please [Call HPM Repairs # \(561\) 693-2646](#)

FLOODING / ACTIVE WATER LEAK

1. Determine if the leak is minor and can be contained
 - a. Is it touching wood, carpet, or flooring other than tile?
 - b. Is this something that you can easily clean up with a towel?
 - c. Are you aware of any potential damage to your property and the adjacent property?
 - d. Can you try to locate the water valve going towards the broken or burst pipe?
2. Can you shut off the main water supply valve?
 - a. Check for the shut off valve near the water heater. Please see the [Interior shut off video](#)
 - b. If no, check for the shut off valve near the exterior hose spigot. [Exterior shut off video](#)
3. Does the main water line supply require a special key?
 - a. Yes
 - i. [Call HPM Repairs # \(561\) 693-2646](#)
4. Do we need to send an extraction company?
 - a. Yes
 - i. [Call HPM Repairs # \(561\) 693-2646](#)
5. Is there any risk of the water coming in contact with any electricity? (Safety issue)
 - a. Yes
 - i. [Call HPM Repairs # \(561\) 693-2646](#)



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- ii. Shut off the breakers of the property
6. If the leak is contained and has no possibility of causing property damage this can be submitted to the maintenance portal. An example is a leaking faucet that was noticed quickly and is contained.

LOCKED OUT

1. After Hours: You can use a 24 hour locksmith and you'll be assessed to charge or you can wait until tomorrow to get a spare key.
2. During Office Hours: Call HPM Main Line # **(561) 624-4663** to check for the key availability.

PROPERTY CAN'T BE SECURED

1. [Call HPM Repairs # \(561\) 693-2646](#)

Refrigerator Not Cooling

1. Does the light come on?
 - a. If there is no electricity, reset the GFI and circuit breaker.
 - b. Video: [How to Reset a GFI and Circuit Breaker](#)
2. Practical solution: If you own an extension cord, unplug from the wall and try another outlet possibly in another room. That may temporarily fix it until an appliance repair service can come out.
3. Practical solution: If you own any coolers and there are valuable food items you'd like to preserve, please use the coolers and ice and maybe buy some ice because it may take time to get the refrigerator to work again (At your own expense. We won't reimburse tenants for the coolers or the ice)
4. Please [Request a repair online using our tenant portal](#). Most appliance vendors do not work overnights, these repairs will be handled as fast as possible by the first available vendor. Typically for appliance repairs these are handled the next available business day. Please submit the request to the portal along with a screenshot of the model and serial number of the appliance.

Electrical Outage

1. Have you called the power company?
 - a. If the electric company has been contacted and there's not an outage in the area:
2. Have you called the utility company and determined that the service should be on?
3. Can you make sure all breakers are on and functioning properly?



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4. Is this something that can wait until the next working day?
 - a. Yes: Please [Request a repair online using our tenant portal.](#)
 - b. No: [Call HPM Repairs # \(561\) 693-2646](#)

Leaking Roof

1. Is this something you can put a bucket under or, can you use a container that can prevent property damage?
2. Is there any concern for safety?
 - a. Yes
 - i. In the meantime please make sure everyone keeps a safe distance from the leak until it is fully repaired, this is for safety purposes.
 - ii. [Call HPM Repairs # \(561\) 693-2646](#)

No Water Supply

- If on city utilities: Contact city utilities, make sure the account is current
- Well Water: Check the breaker

Hurricane Policy

You can follow the storm [here on the Weather Channel.](#)

Securing all outdoor belongings such as patio furniture and plants is advised. Remember that your personal belongings are yours to protect and insure, as the homeowner's insurance policy does not cover you or your contents.

If your residence does not have hurricane shutters and you feel the need to install plywood or shutters, you are welcome to purchase, install, remove and store them at your own risk and expense. Be advised that you may be responsible for the cost to repair any damages caused by improperly installed plywood or shutters.

If your residence does have hurricane shutters, you are welcome to install, remove and store them at your own risk and expense.

If you require further assistance, email us at tim@rentserviceteam.com and we will contact the homeowner to determine if assistance can be made available or not. Please note that with a limited staff and hundreds of homes under management, *HPM is unable to guarantee hurricane preparation assistance to any owner or tenant.*



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If there is any damage to the property from the storm, please report it in writing to us using your online tenant portal, or emailing **Repairs@rentserviceteam.com**. We will assess the damage and provide an estimation of when assistance can be provided.