

Service Request & Maintenance Guidelines

1. How to Submit a Service Request

Homeowners can submit a **Service Request** for any maintenance concerns, repairs, or subdivision-related issues. Requests must be submitted through the **Community Portal**, email, or in person at the Homeowners Association (HOA) Office.


Submission Methods:

☒ **Via Online Community Portal** (Recommended)

1. Log in to the **Subdivision Community Portal**
2. Navigate to the **Service Request** section
3. Click **New Request** and fill in the form:
 - **Service Category:** (Plumbing, Electrical, Structural, etc.)
 - **Detailed Description:** Explain the issue clearly
 - **Preferred Schedule:** Suggest a convenient date/time for inspection
4. Click **Submit Request**
5. A confirmation email will be sent along with a **tracking number**

☒ **Walk-in Request (HOA Office)**

- Visit the HOA office during operating hours
- Fill out a **Service Request Form**
- A staff member will provide an acknowledgment receipt and update you on the next steps.

 **Emergency Requests:** If your request is urgent (e.g., major leaks, electrical hazards), immediately call the **Maintenance Office** for priority service.

2. Processing Time Estimates

The HOA aims to resolve all service requests **efficiently and within reasonable timeframes**. The estimated processing times per category are as follows:

Service Category	Processing Time
Emergency Repairs (e.g., major leaks, power failure)	Immediate - within 24 hours
Plumbing Issues (e.g., leaks, drainage clogging)	1 - 3 business days

Service Category	Processing Time
Electrical Concerns (e.g., faulty wiring, broken lights)	1 - 3 business days
Structural Maintenance (e.g., wall cracks, roofing issues)	3 - 7 business days
Pest Control & Landscaping	3 - 5 business days
General Requests & Inspections	5 - 10 business days

📌 **Note:** Processing time may vary depending on the severity of the issue, manpower availability, and external factors such as weather conditions.

3. Contact Persons Per Department

For inquiries or urgent concerns, homeowners may directly contact the following departments:

Homeowners Association Office

📞 +63 917 XXX XXXX

✉️ [hoa@\[subdivisionemail\].com](mailto:hoa@[subdivisionemail].com)

🕒 Mon-Fri: 8:00 AM – 5:00 PM | Sat: 9:00 AM – 12:00 PM

Security Office / Guardhouse (Visitor access, security concerns)

📞 +63 917 XXX XXXX (24/7 Hotline)

✉️ [security@\[subdivisionemail\].com](mailto:security@[subdivisionemail].com)

Maintenance & Repairs Team (Plumbing, electrical, structural issues)

📞 +63 917 XXX XXXX

✉️ [maintenance@\[subdivisionemail\].com](mailto:maintenance@[subdivisionemail].com)

Landscaping & Pest Control (Garden upkeep, pest extermination)

📞 +63 917 XXX XXXX

✉️ [landscaping@\[subdivisionemail\].com](mailto:landscaping@[subdivisionemail].com)

Facility Management Team (Clubhouse, pool, gym concerns)

📞 +63 917 XXX XXXX

✉️ [facilities@\[subdivisionemail\].com](mailto:facilities@[subdivisionemail].com)

📌 For emergency maintenance requests, call the relevant department directly instead of submitting through the portal.

4. Tracking & Follow-up of Service Requests

- After submitting a request, homeowners will receive a **tracking number** via email or SMS.
 - Requests can be monitored through the **Community Portal** under the **"My Requests"** tab.
 - Status updates include:
 - **Pending:** Request received and awaiting processing
 - **In Progress:** Maintenance team is actively working on the request
 - **Completed:** Service request successfully resolved
 - **On Hold:** Delayed due to external factors (e.g., parts needed, weather issues)
 - For follow-ups, homeowners may contact the respective department with their **tracking number**.
-


5. Service Request Policies & Guidelines


- **Unauthorized modifications** made by homeowners without HOA approval will not be serviced.
 - **Recurring issues** due to homeowner negligence may incur additional service charges.
 - **HOA reserves the right to schedule services** based on priority and manpower availability.
 - **Some maintenance services may be charged** to the homeowner, depending on the nature of the repair (e.g., personal property damages).
 - **Emergency requests are given top priority**, but non-urgent requests will follow standard processing times.
-


6. Contact & Support

For any service request-related concerns, please reach out to:

 **Homeowners Association Office:** +63 917 XXX XXXX

 **Email:** service@[subdivisionemail].com

 **Office Location:** Clubhouse, The Rise at Monterrazas

 **For urgent maintenance requests, call the department directly instead of submitting online.**