



## **Emergency & Non-Emergency Maintenance Request Procedures and Guidelines:**

- **Please call 911 in case of fire or other life-threatening situations then contact us.**
- **No electricity:** You should check with TECO 1-877-588-1010 to confirm there is not an area outage. You will need your account number or phone number associated with your account. Partial electrical outages do not constitute a true emergency and will be addressed in a timely manner during normal business hours. If an outlet begins to smoke or it smells like something is burning, turn off the circuit breaker and contact us right away. Leave the circuit breaker off until our maintenance professional arrives.
- **Emergency Maintenance** please call Management Office Emergency Line at (813) 876-7697 Option 5 AND send an email to [vonny@tampapalmscenter.com](mailto:vonny@tampapalmscenter.com)

### Emergency Maintenance(s):

- ✓ Any water supply leaks (water spraying into unit) or sewer back up.  
Turn off water valve that is associated with the broken pipe or the exterior water main until our maintenance professional arrives. Please do everything within your reasonable power to contain the leak to prevent water damage.
  - ✓ Fire, smoke
  - ✓ Major incident (break-in, personal injury, etc.)
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- **Non-Emergency Maintenance** please go to tenant portal and submit your request as follows:
  1. Go to: [www.tampapalmscenter.com](http://www.tampapalmscenter.com)
  2. Click on Maintenance Request tab
  3. Click Sign in to direct you to Resident Portal
  4. Sign in with your main email given to us and password you already setup. If you forgot your password, please reset your password by clicking Forgot your password?
  5. Click Contact Us tab and fill out your request on Message section
  6. Click Save message and your request will be sent to us
  7. You will see your current and previous requests on your Home tab

Creating online request will help us expedite your request and record them for follow up resolutions when needed