



# Maintenance Requests

Welcome to your new home with Oxford! We take our management responsibilities seriously and want your time living with us to be enjoyable, so the Oxford maintenance staff is here to take care of any issues that arise in your apartments and buildings.

If you have a standard maintenance issue, the easiest and fastest way is to submit a maintenance request online:

1. Log in to RentCafé.
2. On the top menu bar, select **Maintenance Request**.
3. Under the **Submit Maintenance Request** tab, complete the form.
4. Click Submit.

Please note that if a maintenance issue is caused by a tenant outside of normal wear and tear, then the labor, materials and trip charges will be the responsibility of the resident to pay. Maintenance is billed at \$80/hr per technician, a \$40 trip charge, and the cost of any materials. After-hours emergencies are billed at \$120/hr per technician, a \$150 trip charge, and the cost of any materials.

Examples of maintenance issues caused by tenants can include, but are not limited to:

- Clogged garbage disposal due to glass, bottle caps, etc.
- Toilet clogged due to items other than toilet tissue being put down the toilet
- Locking yourself out or losing your keys
- Any property damage due to misuse/negligence (holes in drywall, broken windows, broken blinds, etc.)

## After Hour Emergencies

Call us at 734.747.6000, option 1.

Examples of emergencies include:

- Security breach (broken windows, doors, etc.)
- Water leaks that cannot be contained
- Gas leaks
- Loss of power
- Locked out of apartment
- No hot water
- No heat (below 68 degrees in apartment)
- Sewer backup or frozen pipes
- Non-functioning toilet in one-bathroom unit

**Things that are NOT emergencies:** light bulb out, laundry machines not working, garbage disposal not working, or parking issues.