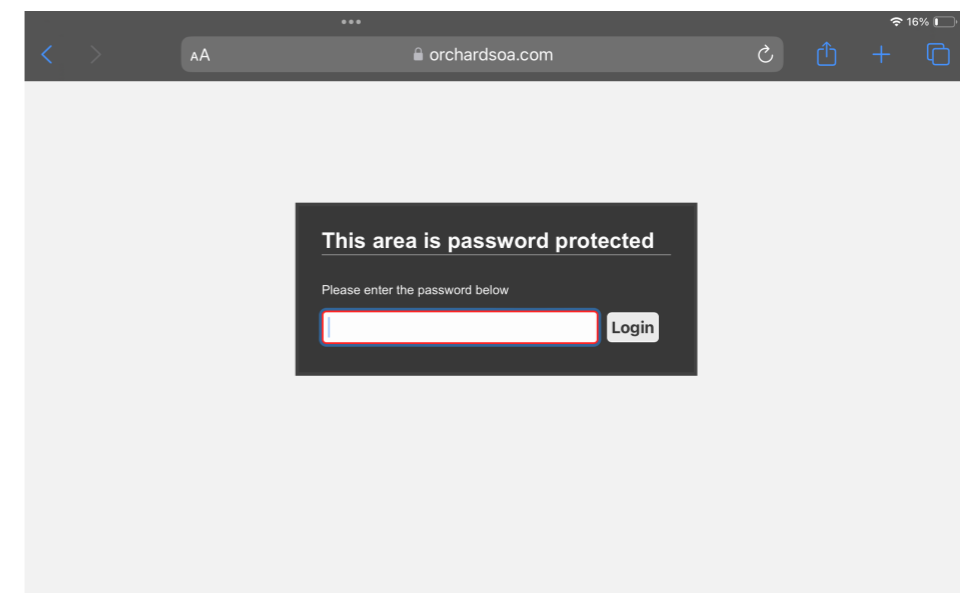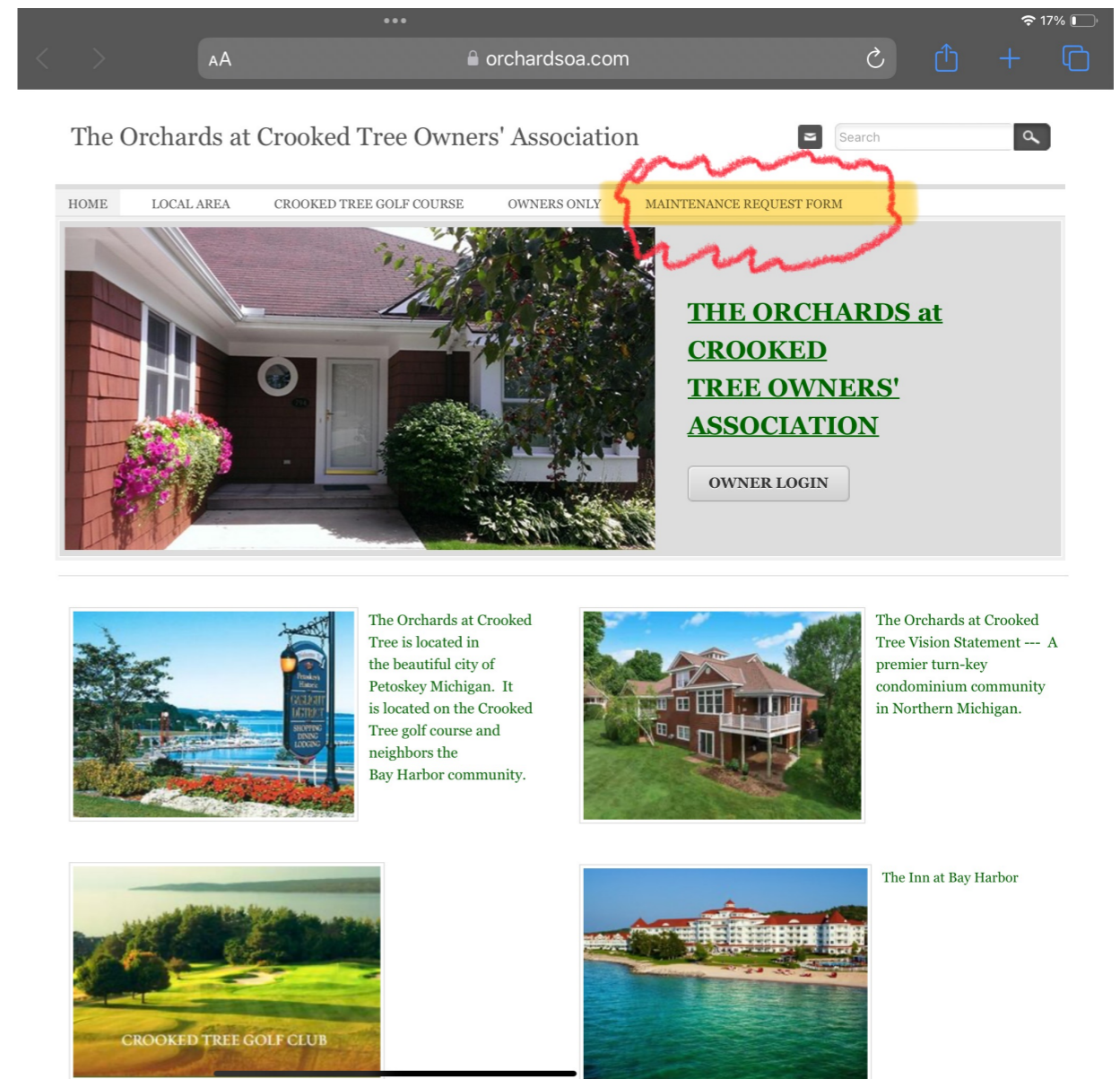# Maintenance Request Process

Notice to Owners

As previously communicated during Annual Meetings, Board Meetings, and in the Spring Letter from our Property Manager - all Maintenance Requests need to be submitted through the Maintenance Request form on the Orchards website

In addition to the form - if it is an emergency maintenance item - please immediately contact our Property Manager (Richard Wren) and/or President of the Board (John Drew)

If a maintenance item falls under Association Responsibility on the Division of Responsibility and the owner wants the Association to cover the expense, the owner must follow the maintenance request process - Owners will NOT be reimbursed for expenses for maintenance work they have completed outside of this process

Step 1: Log in to Orchards Owners Website

1. On your computer, smart phone, or tablet, open your internet browser and go to the Orchards Homeowners website (www.orchardsoa.com)

2. Click on the **Maintenance Request Form** on the main page

3. Enter the Orchards Association password that was provided to you via mail earlier this year

Step 2: Submit Maintenance Request

1. Enter the required information:

   A. Your First Name and Last Name

   B. Your Crooked Tree Address (You must enter the street address, City, State, Zip and Country)

   C. Your Phone Number that you want our Property Manager to reach out to you on with any questions

   D. Your Email Address that you want our Property Manager to reach out to you on with any questions

   E. Request - A description of the maintenance item that needs attention

   F. *Optional* If you want to attach a picture or any word document, etc you can click on **Choose File** and attach it here
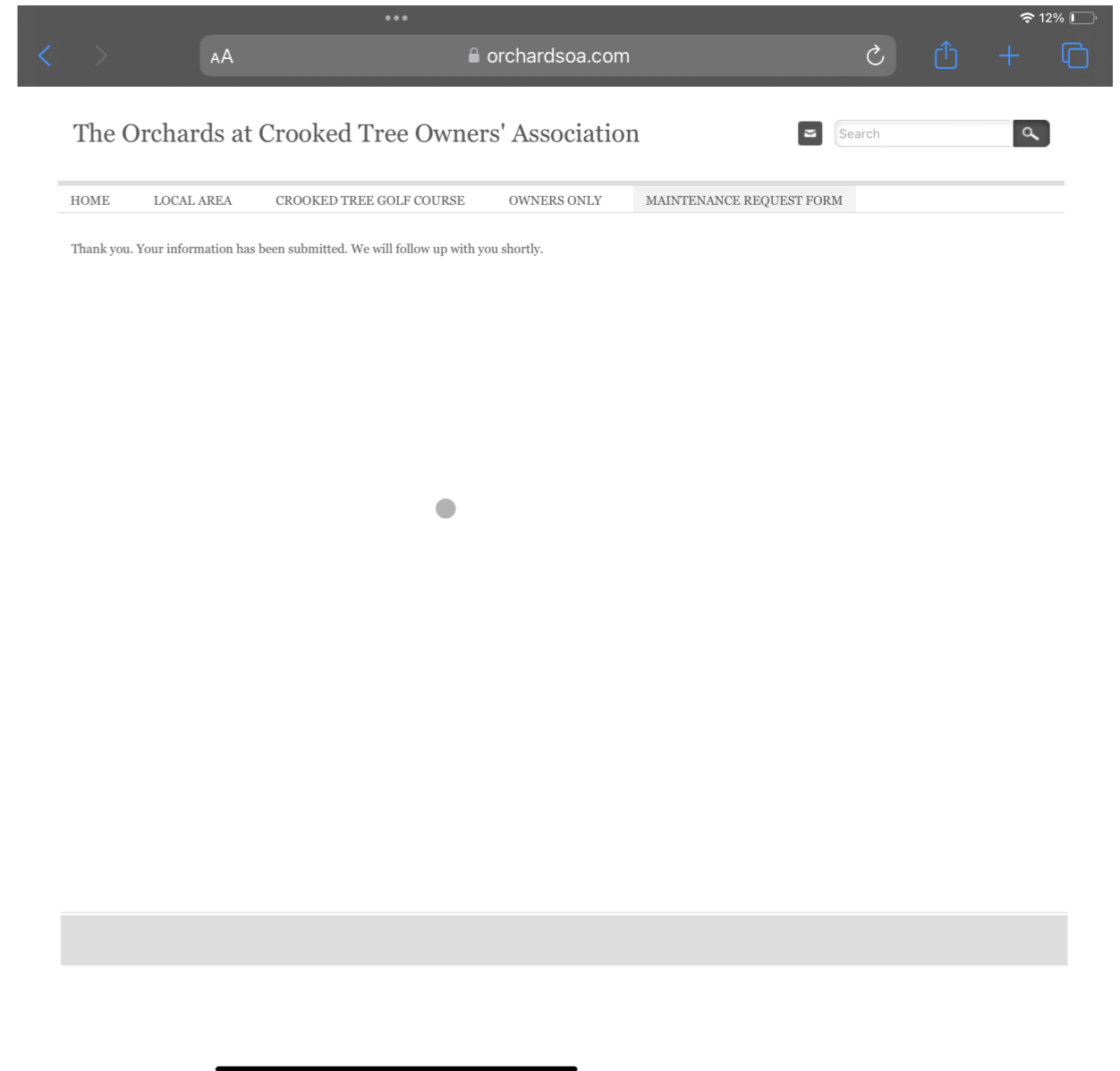
2. Click **Submit**
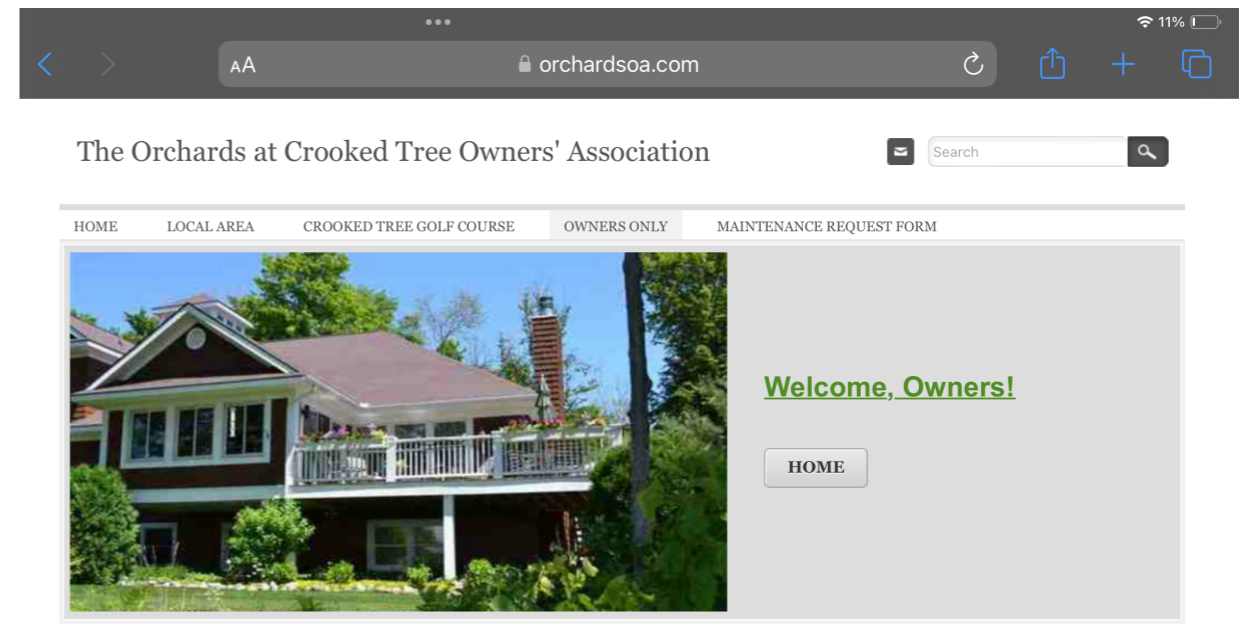
Step 3: Confirmation

1. Once you have clicked **<u>Submit</u>** you will be sent to this page showing you that your request has been submitted.

2. Our Property Manager will receive your submission and address the issue.

Note: If you do not get directed to this page, and are still on the prior page that means one of the required fields was not completed - review your form and update the required fields (denoted with a *). If you are still having trouble please reach out to our Property Manager - Richard Wren.

The Orchards at Crooked Tree Owners' Association

| HOME | LOCAL AREA | CROOKED TREE GOLF COURSE | OWNERS ONLY | MAINTENANCE REQUEST FORM |

Thank you. Your information has been submitted. We will follow up with you shortly.
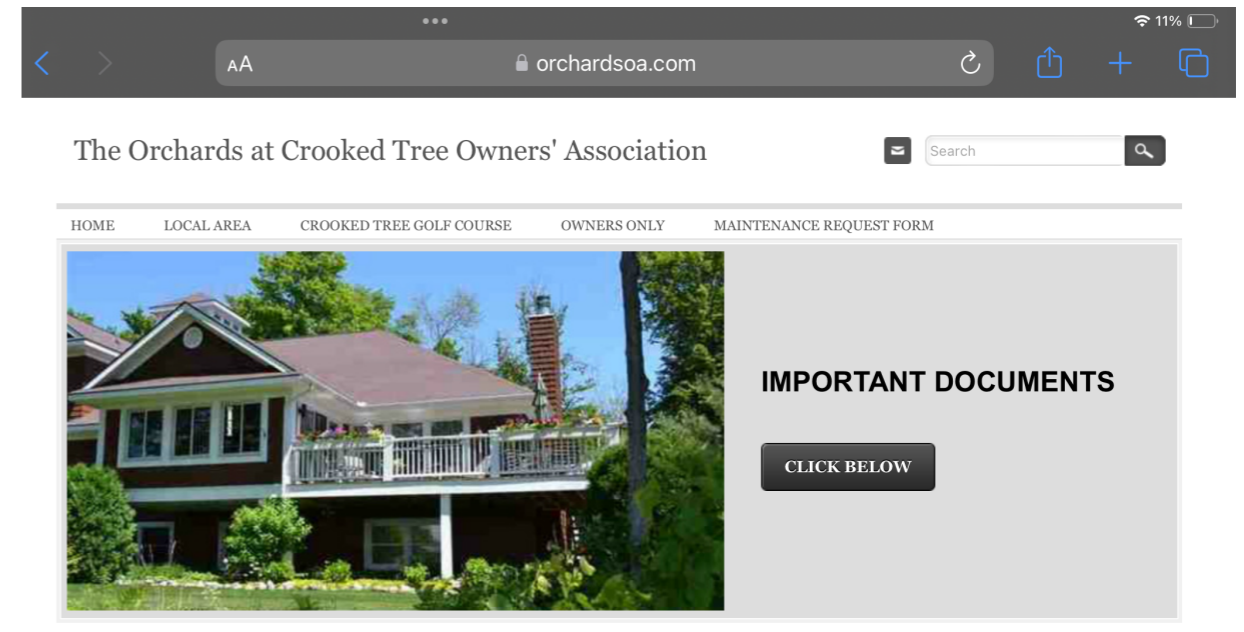
Reference

1. If you are unsure if a maintenance item is an Association Responsibility or an Owner Responsibility please refer to the Division of Responsibilities document on the Owners Website

2. On the Orchards Owners' Website (orchardsoa.com), Click on **OWNERS ONLY** then click on **Important Documents**

3. Click on **Division of Responsibilities**