

Maintenance Requests

Please remember that this request may be phoned in to the office line 540-635-9011, or emailed to info@propmanagellc.com for non-emergencies only. Our staff will get this message during normal business hours and contact the property owner then follow up with you.

Why do maintenance requests have to be in writing?

Putting your maintenance requests in writing improves communication with vendors and helps get the problem resolved sooner. For your protection and ours, we ask that you have your maintenance request in writing. If anything were to ever go wrong or a dispute arises, both parties have documentation concerning their maintenance issues.

We will contact you as soon as possible.

What do I do if it is an emergency?

Please call us on the office line first and leave a detailed message and a way to reach you if we are not able to answer the phone then. If it is after hours we have emergency contact numbers for you to call. Here is the order of which to call us in the case of an emergency

- 540-635-9011 Office
- 540-683-1993 Nina
- 540-683-1923 Aaron (maintenance and repair contractor)
- 703-350-9650 Carrie

**If there is smoke, a fire, or gas odor:
Please call 911 immediately.
Then call our numbers.**

\$25 fee to be paid directly to Property Management Plus, LLC, will be assessed and you must reschedule if any of the following occur:

- Any tenant who makes an appointment, but fails to be at the property during the scheduled time.
- There is a non-kenneled or unconstrained dog.
- The key to the property does not work due to changing of the locks by the tenant.
- There is an underage child (17 or under) unattended at the property.



P.O. Box 2161 | Front Royal, VA 22630 | (540) 635-9011

Property Management Plus, LLC adheres to all Federal Fair Housing requirements. We do not discriminate against anyone on the basis of race, color, religion, sex, handicap, family status, and national origin. We are committed to equal housing opportunity.