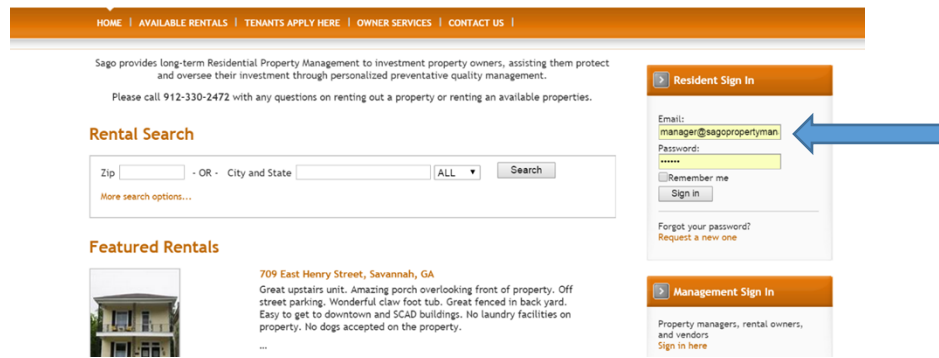


Maintenance Request Tutorial

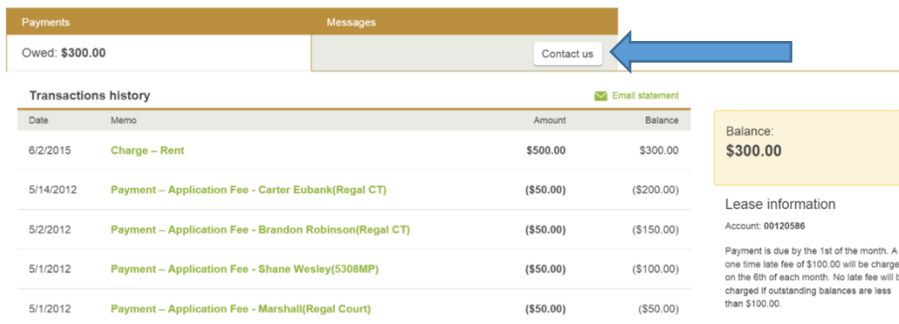
We know it's frustrating when things aren't working in your rental property. Sago is committed to helping solve your problems quickly. The fastest way to submit a maintenance request is through our website at www.sagopropertymanagement.com.

Making a maintenance request online is fast and convenient. Here's how to do it.

1. Go to www.sagopropertymanagement.com
2. Fill in the Resident Sign in information on the right-hand side of the page. Click the grey button Sign in. *If you don't remember your information, please email manager@sagopropertymanagement.com to have your account reset.*



3. Click the contact us button.



4. Fill out the form with the maintenance request. Include the following information:
 - The problem, and how long it has been occurring.
 - Troubleshooting you have already tried. More information is better so we can quickly determine the issue and develop a solution to resolve your problem. Consider including the following if they apply to you:
 - Drains for clogged sinks?
 - Checked circuit breakers?

- Last time you changed the air filter on HVAC?
- Reset the GFI's? (if you don't know what a GFI is ask)
- Is the HVAC is blowing hot or cold air?
- Is there standing water on the floor from the issue? (if so mop up what you can)
- Do you smell gas?
- Is the pilot light lit?
- Does the appliance turn on?
- The best phone number to have the vender call you back.
- Add pictures by clicking the add attachment button.

What can we do for you?

If you have more than one issue, please send a message for each. Thank you!

Subject (required)

Short version

Message

Longer version

Add attachments...

Save message Cancel

5. When you are finished hit the Save message button.

What Happens Next?

An email will be sent to Sago with the information you provided. Sago will then notify the owner and contact the appropriate vender to have them contact you directly if needed. It is your responsibility to let the vender in. If you miss the appointment you made with the vender, you will be charged \$125. If you haven't heard from a vender within 24 hours on a weekday, please email maintenance@sagopropertymanagement.com for an update.