



Property Maintenance Information for Tenants

At RMA, we work closely with our property owner clients to provide safe, clean, and well-maintained homes at a great value. While safety is our top priority, we also rely on our tenants to help keep properties in good condition. Below is an overview of your tenant responsibilities with regard to maintenance and answers to common maintenance-related questions.

Tenant Responsibilities

- **Routine Maintenance**

Tenants are responsible for basic upkeep, including:

- Replacing air filters
- Changing light bulbs
- Maintaining yards and grounds (for single-family homes)

- **Preventive Care**

Help prevent damage by taking proactive steps, such as:

- Letting faucets drip during freezing weather
- Containing or minimizing leaks when they occur
- Using grills safely and away from structures

- **Timely Reporting**

Promptly report maintenance issues to avoid further damage:

- Water leaks (roofs, under sinks, walls) should be reported **immediately**
- Other concerns like loose gutters, rotting wood, or structural issues should also be reported quickly

Delays in reporting could result in tenant liability for damages.

How to Submit a Maintenance Request

Maintenance requests can be submitted **24/7**:

- **Phone:** Call the RMA office at **770-228-0405** and press **Option #2**
- **Online:** Use the tenant portal at rma.appfolio.com/connect

Emergency Situations:

If the issue is life-threatening, call 911 immediately. Then notify RMA using one of the methods above. Our team will assess and escalate emergencies as needed.

What to Expect: Maintenance Request Process

1. Your request is reviewed by RMA staff and shared with the property owner.
2. Once approved, a technician or third-party vendor is dispatched.
 - Small repairs may be completed on the first visit.
 - If parts are needed, repairs may be delayed until they arrive.
3. For larger repairs, photos and quotes will be submitted to the owner.
4. Upon approval and funding, repairs are scheduled at the earliest availability.

Additional Maintenance Reminders

- **Try Troubleshooting First**

Every service call incurs a cost. If the issue is minor and can be tolerated or something you can safely fix yourself (like resetting a breaker, replacing a battery, or even a smaller repair you know how to do), we encourage you to do so. This helps reduce costs for the property owner and allows them to keep rent more affordable.

- **Tenant-Caused Damage**

: Maintenance issues resulting from tenant negligence may be billed back to you. Please take care in how you use and maintain the property.

- **Your Patience is Appreciated**

We take every maintenance request seriously and work hard to respond as quickly as possible. Please understand that response times depend on the urgency of the issue and the availability of our staff and vendors.