



11140 ROCKVILLE PIKE,
SUITE 100 - 522
ROCKVILLE, MD 20852

FROM:

Marquise Properties Group, LLC
Managing Members
solutions@MarquiseProperties.com

Maintenance/Repair Request Policy

Maintenance Classifications:

- **Normal Wear and Tear** - the natural and gradual deterioration of something over time. Request also categorized as a Landlord responsibility.
- **Negligent Tenant Damage** - damage/deterioration/repair caused by Tenant's failure to take proper care of something **or** failure to promptly report to Landlord/Agent (in writing) any defects, leaks, malfunctions, or breakage within the home such as it's structure/equipment/fixtures/amenities and any other unreported conditions. Request also categorized as a Tenant responsibility.

Submitting a Maintenance/Repair Request

Tenant[s] are responsible for paying all service fee charges for all home repairs and services. All maintenance/repair requests must be in writing and delivered using the following request form: MarquiseProperties.com/maintenance and/or by sending an email to (solutions@MarquiseProperties.com) as stated in the lease. For emergencies, please contact us at solutions@MarquiseProperties.com or 240-712-5671 (Service fee amount: \$125 + Processing Fee).

Landlord shall maintain, and/or repair/replace (if necessary in Landlord's sole discretion) the plumbing, heating, cooling, electrical systems, and also the exterior walls and roof of the Property. If a Maintenance/Repair request involves any of the items that were just listed in this bullet/paragraph, the subcontractor will need to determine the cause of the issues and see whether it qualifies as "normal wear and tear" or "negligent tenant damage". If the issues qualify as "normal wear and tear", a credit/refund will be applied to your account (after payment) for the \$125 service fee. However, if the issues qualify as "negligent tenant damage", your \$125 service fee and any other associated fees will apply and remains due/paid.

-The service fee is per service trade. So, if you have more than one item that needs to be repaired and they are in different service trades (For example, a plumber and an electrician), there will be a service fee due for each one.

-There could be additional charges, if more work is needed to fix the issue(s) **and** the cause of the issue(s) qualifies as "negligent tenant damage". For example, if a permit is needed, or you need a new concrete slab for a replacement A/C unit, disposal of equipment, refrigerant recovery, modifications, etc. Those costs are not covered by the service fee.

-If the subcontractor cannot access the property at the time of the scheduled service repair appointment, you may be required to pay an additional service fee to reschedule an appointment.

MarquiseProperties.com

Local: (240) 712-5671

Toll Free: (855) 505-7368



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Confirming Completion of a Maintenance/Repair Request

Tenant[s] are responsible for confirming completion of the maintenance/repair request immediately. Tenant[s] are able to confirm whether the maintenance/repair request has or has not been resolved.

Swift confirmation is needed for the following reasons:

- Ensuring the home is safe and habitable for you and your family.
- Ensuring that the maintenance/repair was performed satisfactorily.
- Evaluating our subcontractor's performance and attendance.
- Delayed confirmation may void subcontractor's warranty of the maintenance/repair.
- Processing the refund of the service fee. (If applicable and classified as "normal wear and tear".)
- Avoiding ineligibility of your service fee refund. (This occurs when a response for completion of a "normal wear and tear" request has not been received by our office within 5 days of maintenance completion.)

Please note: Tenant[s] must respond within 5 days of the maintenance completion date to avoid not being eligible for the refund of their paid service fee.

Link: [Completion of Maintenance/Repair Request Form](#)

This Maintenance/Repair Request Policy is in accordance with your lease agreement. Please refer to your lease agreement regarding any property-specific maintenance responsibilities.