

Maintenance Requests



Maintenance Requests - Fast, Professional Service 24/7

At All East Bay Properties, we're committed to keeping your rental home safe, comfortable, and in excellent repair. Our comprehensive maintenance program combines cutting-edge technology with professional service to ensure your maintenance needs are addressed quickly and efficiently, day or night.

Multiple Ways to Request Maintenance

Online Portal - Our Preferred Method

[Access Your Tenant Portal Here](#)

The fastest and most efficient way to submit maintenance requests is through your secure online tenant portal. This 24/7 system allows you to report issues, track progress, and communicate with our maintenance team at your convenience.

Mobile App - Maintenance On-the-Go

Submit and manage maintenance requests directly from your smartphone using the AppFolio mobile app:



24/7 Maintenance Hotline

Call: [\(510\) 450-3815](tel:5104503815) Speak with a live operator in English or Spanish, available around the clock for urgent maintenance issues and emergency situations.

How to Submit Online Maintenance Requests

Step 1: Access Your Portal

Log into your AppFolio account through our website or mobile app. Don't have an account yet? [Contact us for activation](#) – we'll send you an activation email to get started.

Step 2: Navigate to Maintenance Requests

Once logged in, locate the “Maintenance Requests” section within your portal dashboard. This centralized area manages all your maintenance communications and history.

Step 3: Submit Your Request

Click “Submit New Request” and provide comprehensive details:

Essential Information to Include:

- **Type of problem** – Plumbing, electrical, appliance, HVAC, etc.
- **Specific location** – Which room, area, or fixture
- **Detailed description** – What’s happening, when it occurs, severity
- **Access instructions** – Best times for entry, special considerations
- **Contact preferences** – Preferred communication method and times

Step 4: Attach Photos or Documents

Why Photos Help:

- Faster diagnosis and assessment
- More accurate repair estimates
- Proper parts ordering before arrival
- Clear communication of the issue
- Documentation for insurance or warranty claims

Photo Tips:

- Take multiple angles of the problem area
- Include close-ups of specific issues
- Capture any water damage or safety concerns

- Show model numbers on appliances when relevant

Step 5: Track Your Request Progress

Monitor your maintenance request in real-time through the portal:

- **Request submitted** – Confirmation and work-order number assigned
- **Review and prioritization** – Our team assesses urgency and scheduling
- **Technician assigned** – Qualified professional allocated to your request
- **Scheduling confirmation** – Appointment time confirmed with you
- **Work in progress** – Updates during repair process
- **Completion notification** – Work completed and tested
- **Follow-up survey** – Rate your service experience

Step 6: Provide Feedback

After completion, take a moment to rate your experience. Your feedback helps us:

- Continuously improve our services
- Recognize exceptional team members
- Identify areas for enhancement
- Ensure your satisfaction as a valued resident

Types of Maintenance We Handle

Routine Maintenance

- **Plumbing** – Leaks, clogs, running toilets, low water pressure
- **Electrical** – Outlet issues, light fixtures, circuit problems
- **Appliances** – Refrigerator, stove, dishwasher, washer/dryer repairs
- **HVAC** – Heating and cooling system maintenance and repairs

- **General repairs** – Door handles, locks, windows, minor carpentry

Preventive Maintenance

- **HVAC filter changes** – Scheduled replacements for optimal performance
- **Smoke detector batteries** – Regular testing and battery replacement
- **Seasonal inspections** – Proactive system checks and maintenance
- **Appliance maintenance** – Regular servicing to prevent breakdowns
- **Exterior maintenance** – Gutter cleaning, weatherproofing, landscaping

Emergency Services (24/7)

⚠ SAFETY FIRST: If you are in immediate danger or experiencing a life-threatening emergency, call 911 FIRST, then contact us.

Call Immediately: (510) 450-3815

- **Water leaks** – Burst pipes, major leaks, flooding
- **Electrical emergencies** – Power outages, sparking outlets, electrical hazards
- **Security issues** – Broken locks, damaged doors, security concerns
- **HVAC failures** – No heat in winter, no cooling during extreme heat
- **Gas leaks** – Any suspected gas leak (call 911 and PG&E: 1-800-743-5000 FIRST)
- **Safety hazards** – Anything that poses immediate danger to residents

When to Call 911 Immediately:

- Fire or smoke in your unit
- Gas leak with strong odor
- Electrical sparks or burning smell
- Flooding that threatens electrical systems
- Any situation where you feel unsafe or in danger
- Medical emergencies related to property conditions

Our Maintenance Team & Standards

Professional Network

- **Licensed contractors** – Fully licensed, bonded, and insured professionals
- **Specialized technicians** – Experts in plumbing, electrical, HVAC, and appliances
- **Trusted vendors** – Long-term relationships with reliable service providers

Service Standards

- **Rapid response times** – Emergency issues addressed within hours
- **Professional communication** – Clear updates throughout the process
- **Quality workmanship** – Repairs done right the first time
- **Respect for your home** – Clean, courteous service with minimal disruption

Quality Assurance

- **Tenant satisfaction surveys** – Your feedback drives continuous improvement
- **Vendor performance monitoring** – Regular evaluation of all service providers

Maintenance Request Best Practices

For Faster Service:

- ☐ **Submit online** – Faster processing than phone calls
- ☐ **Include photos** – Speeds diagnosis and repair
- ☐ **Be specific** – Detailed descriptions prevent delays
- ☐ **Provide access** – Clear instructions for entry
- ☐ **Respond promptly** – Quick replies to scheduling requests

What to Expect:

- **Confirmation within 24 hours** – We'll acknowledge receipt of your request
- **Professional communication** – Updates via your preferred method
- **Scheduled appointments** – Convenient timing when possible
- **Clean, efficient work** – Minimal disruption to your daily routine
- **Follow-up service** – Ensuring your complete satisfaction

Additional Resources

Don't Have Portal Access?

[Contact us for activation](#) We'll send you an activation email to set up your secure online account with full access to maintenance requests, rent payments, and account management.

Need Technical Support?

Having trouble with the online portal or mobile app? Our team is here to help:

- **Email support** – Technical assistance via email
- **Phone support** – Walk-through assistance available
- **In-person help** – Visit our office for hands-on support

Preventive Tips

Help prevent common maintenance issues:

- **Test smoke detectors monthly** – Let us know if batteries need replacement
- **Report small issues quickly** – Prevents bigger problems later
- **Use appliances properly** – Follow manufacturer guidelines
- **Keep drains clear** – Avoid putting grease or debris down drains

Contact Information

24/7 Emergency Maintenance Hotline: [\(510\) 450-3815](tel:5104503815) *English and Spanish operators available*

Online Portal: <https://alleastbayproperties.appfolio.com/connect>

Office Location: 2324 Powell St., Emeryville

Email Support: [Contact our team](#)

Remember: 24/7 professional maintenance assistance is just a click or call away. We're here to ensure your home stays comfortable, safe, and well-maintained throughout your tenancy.

Source: <https://dev.alleastbayproperties.com/maintenance-requests/>