



Emergency Maintenance Protocol

All maintenance requests must be submitted through your online tenant portal. You can access the portal in numerous locations on our website: amcharlotte.com

Any request not submitted online may not be addressed:

- **Submitting maintenance:** go to www.amcharlotte.com. Click on the "tenants" tab and choose the "Maintenance Request" option. Someone will contact you within 24-48 hours to make arrangements for access. **If you email or call one of our individual accounts or personal cell phones, your request will not be handled. You must submit through your online tenant portal. You can also call the office line to report maintenance but it also has to be submitted online, no matter what. The office line is 704-814-0461 and we check messages every hour.**
- **What is considered emergency maintenance?** We understand that when you are dealing with a maintenance issue it feels very pressing and can be inconvenient. However, please know that although all maintenance is treated as a priority, not all maintenance is an emergency.
- **Emergency maintenance consists of major water leaks, flooding, no heat or a fire or serious electrical issue.**
- Although an out air conditioning unit is extremely inconvenient in hot temperatures this is also not considered an emergency. We will prioritize maintenance requests as they come in based on severity. Just know that you will not be ignored and your request will be tended to. We ask that you display patience and understand our vendors are working as hard as possible to accommodate requests in a timely manner.
- **If you have a fire please call the fire department first. If you have a break in please contact the police department first. Please notify our office of the issue after you have reported it to first responders.**
- **If you have a serious electrical issue please call Duke Energy first at 1-800-777-9898**
- **If you are locked out of a property you will need to call a locksmith and pay for it at your expense. We do not keep copies of keys for liability purposes.**
- **If your maintenance request is a non-emergency item and submitted on a weekend or at night it will be addressed on the following business day.**
- **Please always troubleshoot first and refer to our troubleshooting protocol document first. If you do not practice our trouble shooting measures and we send a vendor that says the issue was due to tenant fault or could have easily been resolved by flipping a breaker or changing an air filter, YOU could be charged for the service call.**

Thank you,
AM Realty