

# Work Order Requests

## Instructions

- Tenants may submit work order requests to Morgan Smith Realty, Inc.'s staff utilizing the following procedure.
  - Print out the request form on the next page, complete it, sign it and then either
    - Mail it to our office at 119 Davis Road, Suite 3B, Augusta GA 30907
    - Fax it to our office at 1.888.381.4007 (be sure to put the 1 even if you're local)
    - Scan it and then email the copy to [morgansmithrealty@comcast.net](mailto:morgansmithrealty@comcast.net)
  - "Emergencies" (situation that endangers health or property) that occur after 5:00 PM Monday through Friday or on a weekend or holiday should be reported by calling 706.829.7617.
- There is no charge for repair of items generated by *normal* wear and tear or component failure.
- Repair of damages or failures caused by abuse by the tenant, family member of the tenant, or a guest of the tenant will be equal to the cost incurred to rectify the situation. This will include the cost of replacement materials and labor hours.
- For non-emergencies, work may not be to be scheduled for Saturdays, Sundays, or legal holidays based on the vendors' availability and fees. Vendors' appointments will not be confirmed until you confirm that someone will be at the property or give us permission in writing to have the vendor access the property. Failure to meet the scheduled appointment will result in charges as outlined in your lease in addition to any vendor related charges.
- If the request is an emergency that endanger health or property, call 911 if applicable and the office at 706.210.2646 during business hours and 706.829.7617 after business hours *before you submit the request in writing*. Depending on the nature of the emergency, per the terms of the lease, we may access the property if you are not available.
- If the request is for improvements, the landlord will be contacted for permission for the work to be done, but you will be responsible for paying for the improvements, unless otherwise notified in writing.
- Please do not contact the vendors directly unless you are paying for the services and they have been approved in writing.
- If a vendor does not show for an appointment, please call the office and let us know.
- The request must be complete and signed by the tenant before they will be assigned.
- Never authorize a vendor to do anything more than what was authorized in writing to you and *never* give a vendor authorization to remove property of any kind. If anything is to be removed from the property, MSR must notify the vendor. If something else needs to be done other than what was authorized, MSR must be contacted immediately and must authorize the vendor to do the work.

# Morgan Smith Realty, Inc.

## Request for Repair or Service

Request for repair: Please remember that service requests must be in writing unless it is an emergency. Fill out a separate form for each repair or service requested.

Address: \_\_\_\_\_

Requested by: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

Home Number: \_\_\_\_\_ Work Number: \_\_\_\_\_ Ext: \_\_\_\_\_

Describe type, size and name: *(Depending on the vendor and animal, the tenant may be required to be on the premises at time of service)*

Pet: \_\_\_\_\_ Dog \_\_\_ Cat \_\_\_ Bird \_\_\_ Other \_\_\_ Inside \_\_\_ Outside

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Repair needed: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If appliance, please note the following:

Item \_\_\_\_\_ Make: \_\_\_\_\_ Model # \_\_\_\_\_

Please initial one or the other: Authorization to release key to vendor: Yes \_\_\_\_\_ No \_\_\_\_\_

*If no, the tenant must be available and flexible to schedule appointment with vendor. If a vendor is stood up then Tenant will be responsible for the vendors' trip charge in addition to the Missed Appointment charge as defined in the tenant's lease.*

Please sign below:

*I am aware that per my lease, I am responsible for all repairs to be made to any part of leased premise whenever damage results from any misuse or neglect or error on the part of the Resident or members of family or guests. \*Only signed requests will be honored.*

\_\_\_\_\_  
Signature *(Must be a tenant who signed the lease)*

\_\_\_\_\_  
Date

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*Official Use Only:*

Date received: \_\_\_\_\_ Date \_\_\_\_\_ Vendor Assigned: \_\_\_\_\_ Date \_\_\_\_\_

Estimated Cost for Labor and Material to complete the above described scope of work \$ \_\_\_\_\_

Landlord or Tenant responsible for charges: \_\_\_\_\_ Explanation: \_\_\_\_\_

*If this cost meets with your approval, please sign and return as soon as possible so that the repair/service may proceed. The work will proceed upon receipt of authorized signature.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date