

Repair Procedures

If this is a life-threatening emergency call 911

It is our goal to make all required repairs to your home to make your stay comfortable

1. All non-emergency repair requests may be made through your resident portal.
2. If you are unable to make your repair request online you can email propertymanager@castermanagement.com.

What is considered an emergency?

An emergency request to the above number should only be made if your health or safety is threatened, or damage to the property is being caused. For example, no heat or hot water in winter temperatures IS an emergency, and no air-conditioning in the summer is NOT an emergency. A leaking water heater is an emergency, but a drippy faucet is NOT an emergency.

Per the terms of your residential lease agreement, you are responsible, at your own expense, for certain repair items. If you submit a repair request for one of the below listed items you may be back billed for the cost of the repair.

- Toilet backups
- Slow-draining sinks or tubs
- Garbage disposal malfunction
- Reset electrical breaker
- Smoke / CO2 detector battery replacement
- Pest control
- Furnace filter replacement (to be done quarterly)

Important

Repair or damage caused by your negligence or misuse is your responsibility. In such cases, repairs will be made, but you will be charged for the cost of the labor and materials.

Release of Key

You will need to be available to give the vendor access to your property.