

MAINTENANCE REQUEST

Our office is open seven days a week. If this is an emergency, please call our office or:

Contact PNM

Report an Emergency or a power outage

(888) 342-5766

power outage: select option 1

emergency: select option 2

Before completing the maintenance request form, please read the trouble shooting guide provided below. Completing these steps can save you time and money! Tenants may be charged for a service call if the service person determines that the tenant failed to perform routine maintenance task as outlined below:

1. Smoke Detectors won't work when tested: Press the test button or test with approved smoke detector smoke spray, replace battery.
2. Smoke Detector beeps: replace battery.
3. No power to plugs or switches: Check and reset breaker panel. Check and reset all GFI (Ground Fault Indicator) outlets (located in kitchen, bathrooms, utility rooms, and garages). Check if plug works off a wall switch.
4. Garbage disposal doesn't work: When on, do you hear a buzz? If you do not hear a buzz, hit the reset button on the bottom of the disposal and test. If you hear a buzz, turn off disposal and unplug from wall. Mounted on the side of the disposal or side of cabinet may be an Allen Wrench. Put the wrench in the center shaft and gently twist back and forth (this un-jams the disposal). Remove the object that is causing the obstruction, turn back on, and test.
5. No hot water: Check and reset breaker in power panel.
6. Plumbing or fixtures leak: Turn off water fixture, turn off water at supply line and notify your property manager immediately.
7. Toilet is plugged: Plunge and test.
8. No heat: Check thermostat. Check that furnace covers are in properly. Check that a switch that looks like an ordinary light switch is turned on (located in or near the furnace room). Did you pay your utilities on time or issue an order to disconnect the utility?
9. Dishwasher won't drain: Clean food out of bottom of dishwasher.
10. Dishwasher grinds or no water is coming in: Turn off, if no water is on the bottom pour two large glasses of water into the bottom and re-start. If problem continues, call your property manager and discontinue use.

11. Refrigerator too warm or too cold: Check if thermostat in refrigerator is set correctly.
12. No Air conditioning: (For refrigerated air only) Check all circuit breakers. Clean and replace filter and test. OR (For Swamp Coolers) Report if fan is blowing air or not or report if fan is blowing but the air is warm. Make sure at least one window is slightly open.
13. No electricity: Check all breakers, flip them hard to the OFF position and then hard to the ON position.

Please complete the form below to request a repair needed at the property. If the repair is an emergency, please call our office at (505) 553-2640. Fill out the form to the best of your knowledge.

We must have a valid working phone number to reply to this request, please include your most recent phone number!

Your Name: _____ Address of Your Home: _____
 Type Of Item: _____
 Reporting Date: _____ How long have you lived in this home? _____
 When did your lease begin? _____ Gate Code (If Applicable): _____
 Alarm Code (If Applicable): _____
 *MOST RECENT Home Phone or MOST RECENT Cell Phone # _____
 (MOST RECENT Work Phone #: _____ Your Email Address: _____
 Please List All Pets Inside The Home: _____

Please provide a detailed description of the repairs needed :

How long has this problem been going on : _____
 Has this been reported before? _____ If so, how many times? _____
 Was the problem reported by phone, email, directly to the manager, or in person? _____
If The Repair Needed Is For An Appliance: Make: _____ Model: _____

The contractors we use can and may be employees of PS Companies. If these vendors fail to keep an appointment, do not complete the repair, or do not follow up with another appointment if needed to complete the job, we will not know unless you inform us. If you receive unsatisfactory service, please contact us again soon and let us know that the job was not completed successfully. Thank You.