

How to Request Routine Maintenance

510-747-1631

Gallagher & Lindsey is pleased to provide our tenants with 24 Hour access to the telephone message Repair Line, and to the online maintenance request portal. These messages are responded to Monday through Friday from 9:00am to 5:00pm. The repair department is closed on federal holidays. Independent vendors and contractors are generally dispatched the same day or within 48 hours, depending on the nature and urgency of the request. Most vendors and contractors work between the hours of 8:00am to 5:00pm Monday through Friday.

You must do one of the following in order to report a repair issue and request routine maintenance:

1. **Leave a message on the 24 Hour Repair Line at 510-747-1631.** These messages are checked weekdays only from 9am-5pm.
2. **Email a maintenance request through your tenant portal at www.alamedarentals.com, or www.rentcafe.com.** You may also attach photos as needed.

Please do not call the main office, send a note with your rent, or email anyone at the office to report a maintenance request, as this may cause confusion or delay completion of the repair.

Remember: it is the tenants responsibility to change light bulbs, smoke detector batteries, CO detector batteries, heater filters, drip pans on stoves, and other generally disposable items. It is also the tenants responsibility to promptly report the problem and allow entry within a reasonable timeframe in order to address the problem. If you do not receive a timely response the first time you call the repair line or email through the portal, generally within 48 hours, please follow up on the repair line or portal. *Please do not call the main office or the emergency line.*

How to Request Emergency Service

510-775-3609

If a sudden unforeseen property emergency occurs requiring urgent and immediate attention that cannot wait for regular business hours, please call the emergency line at 510-775-3609. This line is available for true emergencies only, like flooding plumbing, or sudden loss of heat, water, or power, etc. (A \$50 fine may be assessed for calling or texting the emergency line for non-emergencies, including minor clogs and lock-outs.)

BEFORE CALLING THE EMERGENCY LINE: Make sure you have done everything you can to resolve the problem. For example, if the water is running constantly, can you reach a water shut off valve? If the electricity is out, have you checked the breaker and fuses or checked for a neighborhood or city power outage? If you smell gas, please call PG&E directly. If you have no running water in your unit, please call EBMUD first.

Thank you for your cooperation and we hope you enjoy renting with Gallagher and Lindsey!

I have read and understand the procedures for repairs.

Tenant initials: (____) (____)