

How to Submit a Maintenance Request

NON-EMERGENCY MAINTENANCE REQUESTS:

- 1). Log in to the Resident Portal by visiting www.MangrovePM.com. Click on "RESIDENT LOGIN" in the upper righthand corner
- 2). Once logged in, click on "Requests" and then "Create request", and lastly click "Maintenance request"
- 3). Include as much detail as possible. Uploading pictures of the issue will expedite the repair process.

EMERGENCY MAINTENANCE REQUESTS:

An emergency means the repair cannot wait until normal business hours because damage will occur to the property or your possessions. Examples include: burning smells, smoke, fire, smells of gas, broken pipes, or floods.

- 1). During normal business hours (Mon to Fri 8:30am to 5:00pm)
Call (561)510-8666. If you reach voicemail leave a message and your call will be returned as quickly as possible. If you feel unsafe call 911!

OR

- 2). During after-hours or on weekends
Call (844)311-6983. Provide your name, phone number & a brief description of the problem. The receptionist will contact your property manager ASAP.

IMPORTANT

Familiarize yourself with your property by locating the water shut off valve.

Use a plunger before you report a clogged drain or toilet.

TEXT MESSAGES WILL NOT BE RECEIVED!!

