

WORK ORDER ENTRY INFORMATION

- You can enter a work order in the following ways:
 - In person
 - Phone
 - Email
 - Website/RentCafé You Portal
 - Your RentCafé Mobile App
- For those placing their work order through the RentCafé Resident portal online or through the Mobile App, the following applies:
 - You will have the ability to create routine work orders with select categories/priorities
 - You will receive an email notification once each "web" work order is created
- Team members will enter a work order into Yardi at the time you request service requiring maintenance in their homes. Once the work order is created, the work order number will be provided to you.
- The Work Order should contain as much detail as possible, including:
 - Date/time of request
 - Your name and valid contact phone number (for contact purposes)
 - Detailed description of the request
 - Exact location of the problem
 - Any necessary information, including details of permission to enter, alarms, pets, COVID questions etc.
- You will receive a Yardi system generated work order notifications to the primary email address in Yardi updating you with the status of the work order. This includes the creation of a work order and each status change from assigned, in progress, and completed.
- ***Please be reminded that if there are any questions or concerns with the above information or any information listed on this website please call your Hunt Team so we may help address.***