

Maintenance Work Orders

- You can enter a work order in the following ways:
 - For Emergency, Urgent, or Routine Maintenance Requests:
 - In person
 - Phone
 - For Routine Maintenance Requests:
 - Email
 - Property Website/Hunt Resident (RentCafé) Portal
 - Hunt Resident Mobile App
- When submitted in person, by phone, or via email, 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 and you will receive work order notifications via email from cdr@yardi.com throughout the process of the request through to completion.
- For those placing Routine work order requests through the Hunt Resident App or Online Portal:
 - Only submit Routine Maintenance Requests. These are requests that are not a potential life, health, or safety concern.
 - Open your Hunt Resident application through the Mobile App or online portal to submit a Routine Maintenance Service Request.
 - Select the appropriate Category & SubCategory based upon the Maintenance concern and provide as much specific detail as possible.
 - Work Orders are time stamped and immediately logged in the property management software.
 - You will receive an email notification once each "web" work order is created
- 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.***