

STRAGO PROPERTIES LLC

Straightforward management. Transparent pricing. Real partnership.

MAINTENANCE REQUEST GUIDELINES

For residents of homes managed by Strago Properties LLC

1. How to Submit a Request

Submit all non-emergency maintenance requests through your Rentvine resident portal. The portal is available twenty-four hours a day and creates a dated record of your request, which protects both you and the owner. When you submit, please include:

1. A clear description of the problem and the room or area affected.
2. Photographs or a short video whenever possible.
3. The best times to reach you and whether pets will be present.
4. Whether we may use a vendor key or you prefer to be home for access.

If you cannot access the portal, contact us by phone or email and we will enter the request for you.

2. Response Categories and Timing

We triage every request by urgency. Target response times are below. Vendor scheduling and parts availability can affect completion, and we will keep you informed.

Category	Examples	Target Response
Emergency	Fire, gas odor, flooding, sewage backup, no heat during a freeze, no cooling during extreme heat, loss of an exterior lock	Call the emergency line immediately; do not use the portal
Urgent	Active but contained leak, no hot water, refrigerator failure, partial loss of cooling or heating	Within twenty-four hours
Routine	Dripping faucet, running toilet, minor fixture or appliance issue, cosmetic items	Scheduled within three to five business days

3. Emergencies

An emergency is any condition that threatens life, safety, or causes ongoing damage to the home. If anyone is in danger, call 911 first. For a maintenance emergency, call the Strago emergency line at the number provided in your welcome packet rather than submitting a portal request. If you smell gas, leave the home and call your gas provider and 911. If water is actively flowing, shut off the main water valve if you can do so safely, then call us.

4. Resident Responsibilities

A few simple habits keep your home in good shape and prevent avoidable repairs. As a resident you are asked to:

1. Replace HVAC filters on schedule, generally every three months, to keep the system running and your bills lower.
2. Test smoke and carbon monoxide detectors and report any that do not work. Do not disable a detector.
3. Keep sinks, tubs, and disposals clear of grease, hair, and debris, and report slow drains early.

4. During a hard freeze, drip faucets, open cabinet doors under sinks, and know where your main water shut-off is located.
5. Report any leak, pest activity, or developing problem promptly, since early notice prevents larger damage.
6. Do not attempt repairs beyond simple upkeep, and never hire your own contractor without written approval.

5. Access for Repairs

To complete a repair, the Manager or a vendor will need access to the home. By submitting a request you authorize entry to diagnose and complete the work. We will give notice consistent with your lease and will make a reasonable effort to accommodate your schedule. Please secure pets before any scheduled visit.

6. Repair Charges

Routine repairs and normal upkeep of the home are handled at no cost to you. Repairs caused by misuse, neglect, or the action of a resident, household member, or guest may be billed to you. Examples include a drain clogged by improper items, damage from an unreported leak, or a lockout caused by the resident.

7. Your Rights Under Texas Law

Texas law requires a landlord to make a diligent effort to repair conditions that materially affect the physical health or safety of an ordinary tenant, under Texas Property Code Section 92.052. To preserve your rights under Section 92.056, give notice of the condition in writing, keep your rent current, and keep a copy of your request. The law presumes that seven days is a reasonable time to repair, though that period can be shorter or longer depending on the condition. Submitting through the portal satisfies the written-notice expectation and creates the dated record the statute contemplates. Our goal is to resolve every issue well within these timeframes.