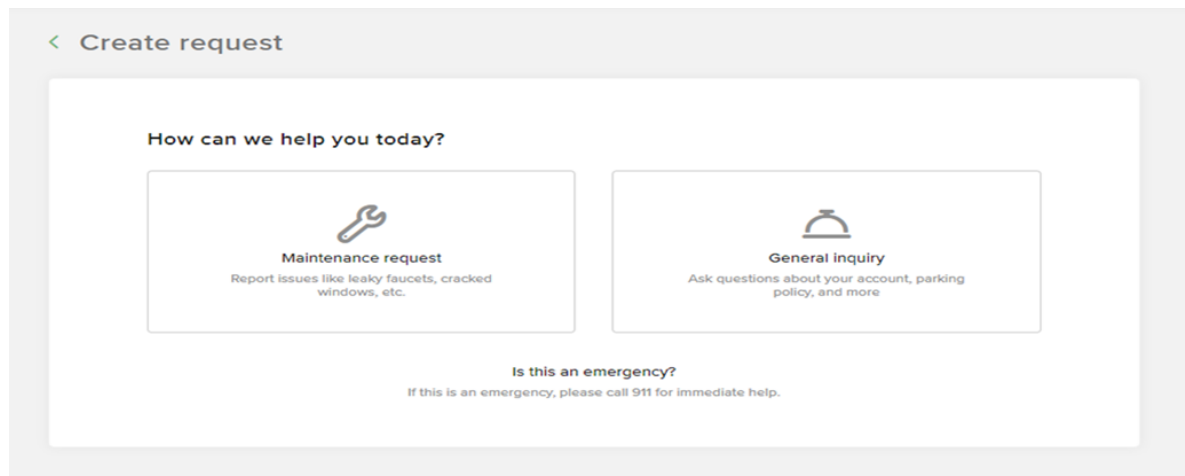


How to make service requests through Buildium

Dear residents, we are working hard to improve communications and do better at following up on requests through Buildium. But for this to happen, we need your help!

Why the changes?

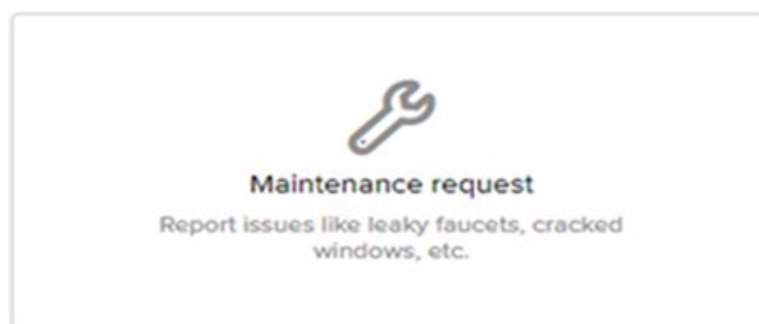
There are no current guidelines regarding how to use the two button options Buildium gives us when making a request (see image below), which creates confusion for our Service Coordinators and Maintenance Team. This results in a lack of follow-up and, sometimes, creates false expectations for our residents regarding their requests.



What are the changes?

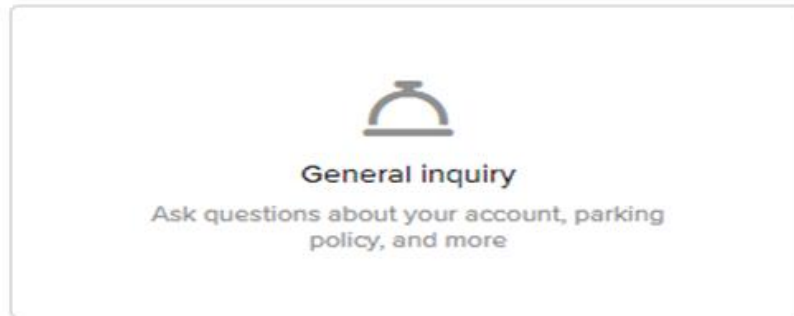
Two simple changes:

- 1) The “**Maintenance Request**” button below **must be used only for service requests within a residential unit.**



Important: *If your task is closed, please do not reopen it. Instead, follow the instructions in the automated message you'll receive when it is closed. Do not worry if you make a service request using the wrong button! You will receive an automated response directing you to route your inquiry through the correct button.*

- 2) The “**General Inquiry**” button below must be used for **all other requests, comments, or questions about elements outside a residential unit**. These include landscaping, trees, grass, lighting, retaining walls, and any other part of the association's common elements.



***Important:** If your task is closed, please do not reopen. Instead, follow the instructions on the automated message you'll receive when it is closed. Do not worry if you make a service request using the wrong button! You will receive an automated response directing you to route your inquiry through the correct button.*

Why not simply change the button's names?

Buildium is a community management platform that serves hundreds of communities across the US. While some features are customizable, this one cannot be changed.

3) What is the Goal?

With your help, our team can better organize tasks in order of priority or feasibility, resulting in better communication and management of our residents' expectations.

4) What happens to outstanding old requests?

Our Service Coordinators will contact you to determine the status of your request and provide you with further instructions if necessary.

5) When will it start?

These changes will go into effect on November 1, 2024.