



Procedures for Requesting Maintenance

BEFORE calling or submitting a maintenance request

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing unless it is an emergency.

If there is an Emergency (A life-threatening situation such as a fire, flood and/or uncontrollable water, electrical issues, smell of gas, smoke etc – you must call emergency services first!)

- Emergencies causing immediate threat of danger, such as fire, call 911.
- Emergencies involving gas, call the gas company and if necessary, 911.
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911.
- After contacting one of the above sources, call the PMI Reno office and report the problem.
- Emergencies such as backed up plumbing or flooding, call the office at 775-393-9603 and listen for emergency instructions and if necessary, call 911.
- A lack of heat is NOT necessarily an emergency, but PMI Reno recognizes this is important and will make it a priority.
- A lack of AC and/or non-working appliances or features are NOT emergencies and will be addressed in a timely manner.

Emergencies/Disasters – Unfortunately, disasters happen all around the world. Preparedness is key.

- Stay calm when faced with emergency or disaster situations as much as possible. Remember that everyone experiences inconvenience and difficulty when disaster strikes. Be respectful to others always.
- Make a household plan for dealing with different disasters, such as fires, weather, or earthquakes. Your plan should include where to go and what to do for each situation.
- Have an emergency bag packed with water, clothes, food, and medicine in case evacuation is mandated.
- Call emergency services prior to calling PMI Reno.
- PMI Reno will address each situation and property as quickly as possible. Be detailed and patient.

Non-emergencies –

- Submit a work order via the tenant portal, instructions here: <https://help.rentvine.com/how-do-i-submit-a-work-order-from-the-tenant-portal>
- A PMI Reno Representative will assign a vendor to contact you to schedule maintenance. We will not provide the vendor with a key or schedule on your behalf. Be sure to provide any updates to your contact information to enable effective communication.
- Remember, this is not an emergency, and vendors may not have immediate availability.



PMI Reno | 63 Keystone Ave. Ste. 104, Reno, Nevada 89503
O: 775-393-9603 | F: 775-657-5429 | www.pmireno.com



- If you do not hear from a vendor within one week for medium or low priority or within 2 business days for high priority items such as lack of heat, contact PMI Reno and let us know. We will reach out to the vendor for a status update or reassign to another vendor with availability.
- Failure to show for a scheduled appointment could mean a service charge to you. Therefore, be certain to call the PMI Reno office or vendor as soon as possible if you are unable to keep your appointment. Tenants are 100% responsible for no-show fees incurred for missed appointments.
- If you have had a recent repair and are still experiencing related problems, please call PMI Reno and tell us you have had a recent repair but there is still an issue. Recent repair means within the past 60 days or 30 days for pest control.
- If you fail to report a maintenance issue, you may be responsible for further damages or expenses resulting from the negligent lack of reporting the issue.



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