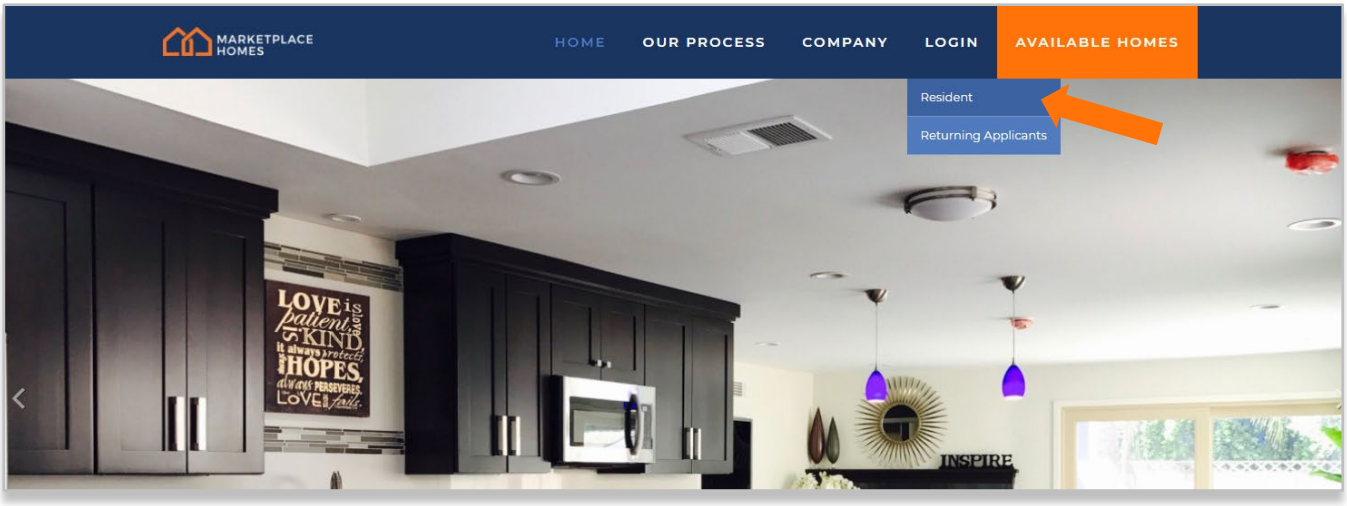
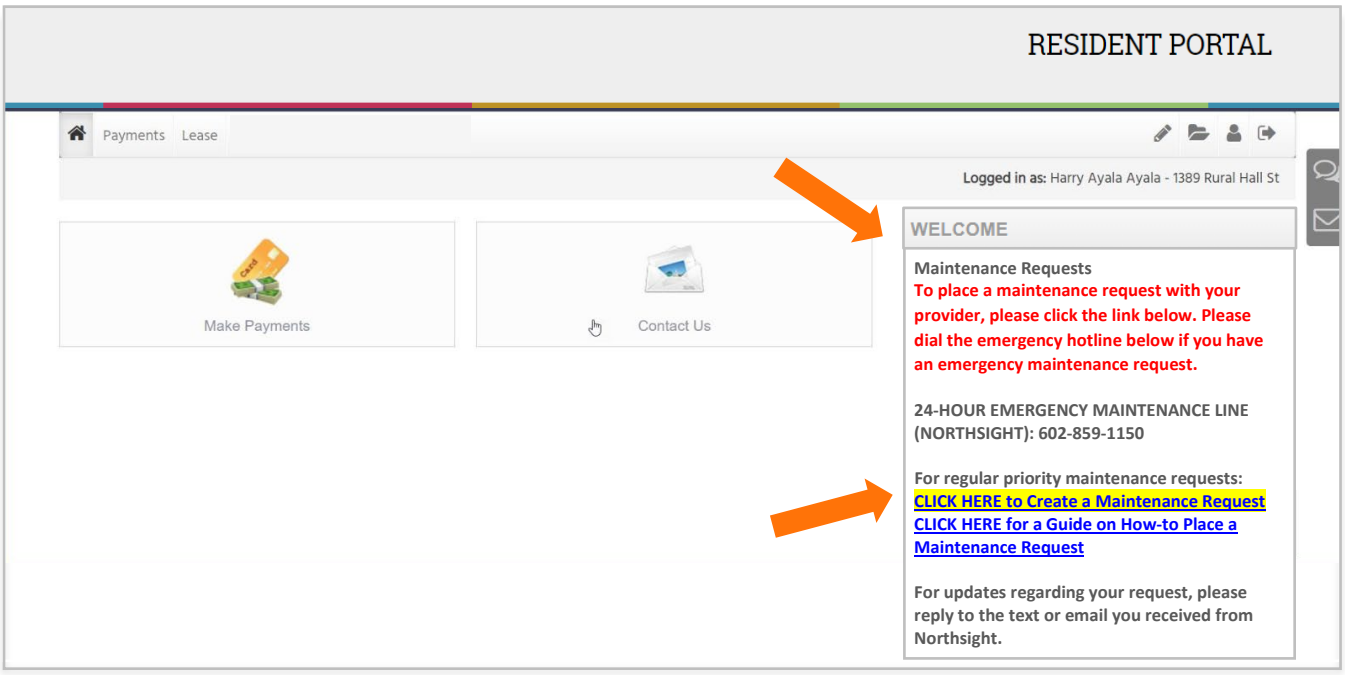
HOW TO PLACE A MAINTENANCE REQUEST

NAVIGATING TO YOUR RESIDENT PORTAL

Log in to your Resident Portal by clicking ***HERE*** or visiting ***www.marketplacehomesrentals.com***, hovering over the “Login” section, and clicking on the “Resident” dropdown.



Once you’ve logged in, you will see a “WELCOME” box that includes important information. Please follow these simple steps to submit your request.

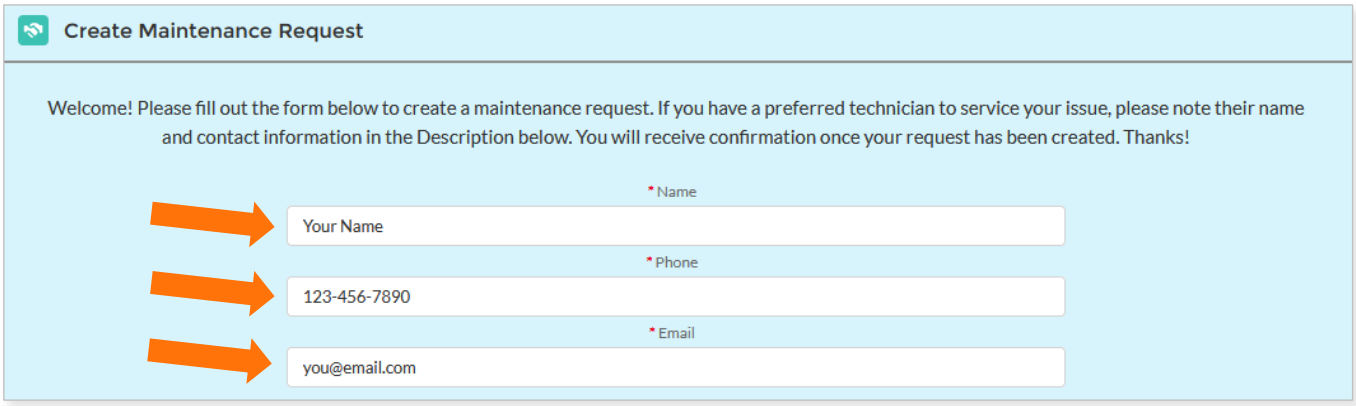


HOW TO CREATE YOUR MAINTENANCE REQUEST

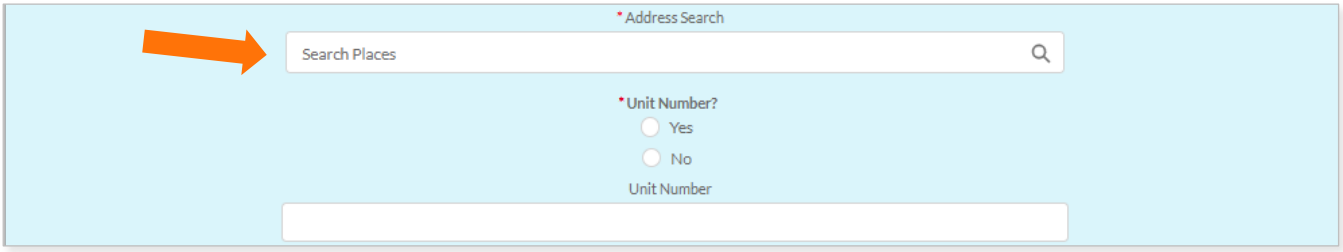
Click the link titled “CLICK HERE to Create a Maintenance Request” and follow the steps on the next two pages to place your request.
Please feel free to bookmark the link to the maintenance form for easy reference: http://tenants.northsight.com/hmt/

HOW TO FILL OUT THE MAINTENANCE FORM & SUBMIT YOUR REQUEST

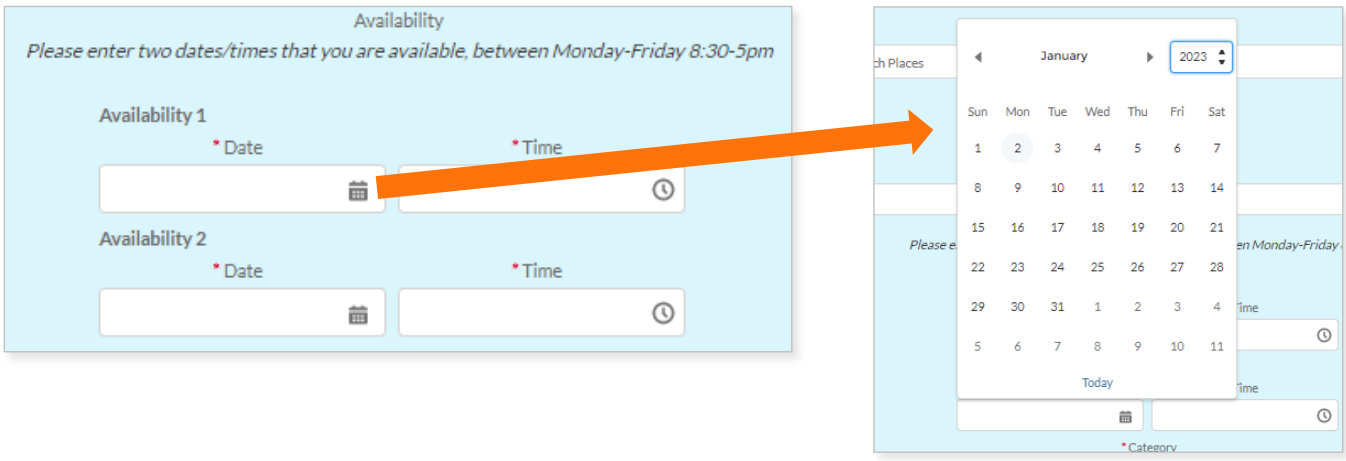
1. Share your contact information, so we know how to best communicate with you.



2. Enter your street address. Any unit number can be entered.

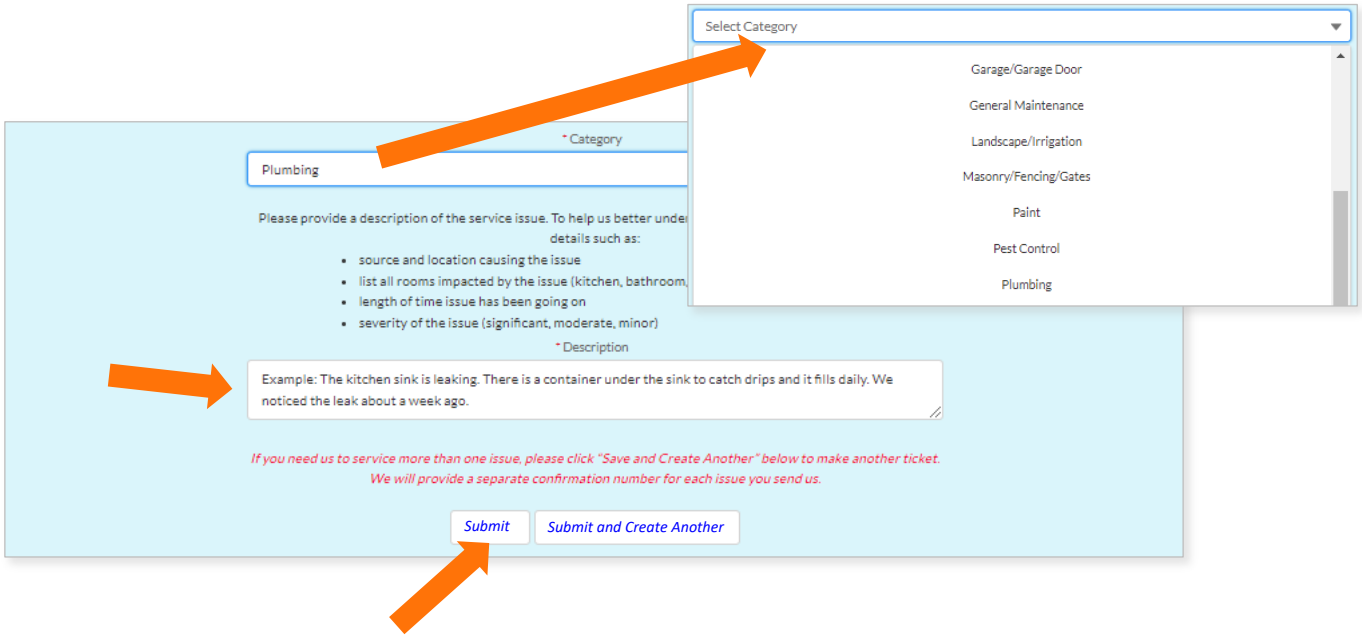


3. Enter the best dates and times for your home to be serviced.



4. Tell us more about the maintenance issue in your home. This helps us choose the right technician for you.

- Choose a category from the dropdown
- Share additional details in the description.
- Please note: if you have more than one maintenance item, you must submit a request for each item.



5. Click "Submit" to create your request.

- Once you've finished entering all of your requests, please click "submit."
- You will receive an email confirming your request has been submitted within 10 minutes.
- If you have submitted multiple requests, you will receive a separate confirmation email for each of your requests.

PLEASE NOTE: EMERGENCY MAINTENANCE REQUESTS SHOULD BE PLACED BY CALLING NORTHSIGHT'S EMERGENCY HOTLINE AT 602-859-1150. Please be sure to leave a voicemail in the event the call is not answered, and you will receive a call back within 1 hour.

WHAT HAPPENS NEXT?

- A Northsight representative will contact you via text message, phone call, or email within 1-2 business days to begin scheduling your service, depending on the nature and urgency of your request.
- Please communicate directly with the Northsight representative to expedite completion of your request.
- For updates regarding your request, please reply to the communication you received from Northsight.
    - **Text (PREFERRED & FASTEST)**: Reply to the text received from Northsight (602 area code)
    - Email: Reply to the email received from Northsight (from @northsight.com)
    - Call: Dial the emergency line if you did not receive a response to the text or email within 24 hours. Emergency line 602-859-1150