

# JBJ Companies, Inc.

## How to Submit a Maintenance Request Using the Rent Café App

1. Download the Rent Café Resident app from the Apple Store (For Apple Users) or the Play Store (For Android Users).



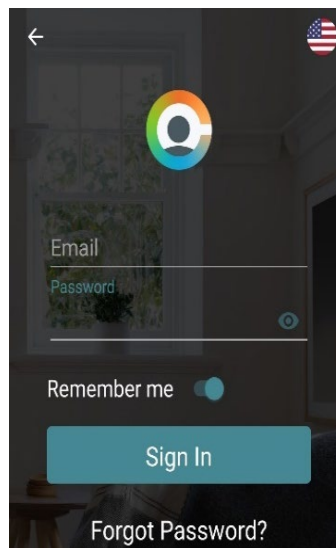
RENTCafé Resident

Yardi Systems Lifestyle

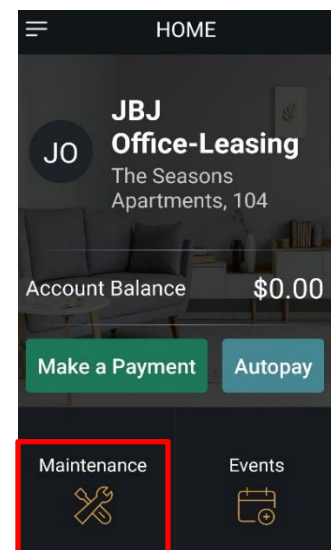
Everyone

This app is compatible with some of your devices.

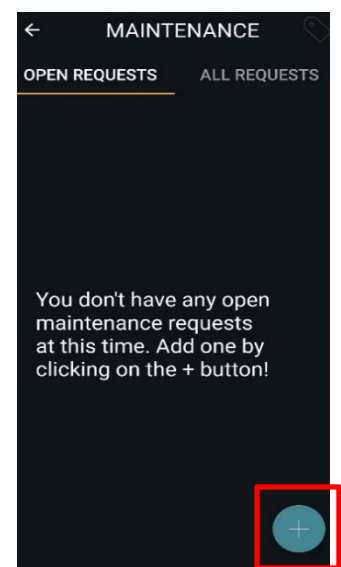
2. Log into your account which was created at the time you applied for your apartment home.



3. Select the Maintenance option.



4. Select the blue + button on the bottom right of your screen. This will allow you to create a new maintenance request.



5. Priority: Using the drop-down menu, request a priority for your work order.  
“High” to be completed the same day or next day.  
“Medium” to be completed within 2-3 days.  
“Low” to be completed within 3-5 days.
6. Category: Using the drop-down menu, select “A Tenant Request”.
7. Description: Add a description of your maintenance request providing as much detail as possible.
8. Permission to Enter: The drop-down option will default to “Yes”, giving us access to your apartment to complete your request. If you do not wish to grant access to your apartment, you may do so, but this will hinder will our efforts to complete your request in a timely manner.
9. Access Instructions (Optional): Be sure to tell us if you have pets, a preferred time to enter, or other information our staff needs to know before entering your apartment.
10. Important Information: Review the important information before submitting your request.
11. Submit!! You will receive an email confirming your maintenance request was received.

**Our maintenance staff will complete your request as soon as possible.**

If you have a maintenance emergency, please call 262-255-1800. An emergency is considered something that will cause IMMEDIATE harm to you or the property including but not limited to:

- No Heat
- Water Leak
- Fire
- Clogged Toilet (if it is the only bathroom in the apartment)
- Lockout (Note: There is a \$50.00 fee for an afterhours response by JBJ staff.)

The screenshot shows a mobile application interface for submitting a maintenance request. At the top, there is a back arrow and the title 'REQUEST MAINTENANCE' with a location pin icon. Below the title, the section 'NEW REQUEST' is highlighted in teal. The user is prompted to provide information about their maintenance issue. The form includes several fields: 'Priority' (a dropdown menu), 'Category' (a dropdown menu), and 'Description' (a text input field). Below these fields, the section 'PROPERTY ACCESS' is highlighted in teal. It contains the text 'The service team may arrive when you are not home:' followed by a 'Permission to Enter' dropdown menu currently set to 'Yes'. There is also an 'Access Instructions (Optional)' text input field. At the bottom of the form is a large teal 'SUBMIT' button. Below the button is an 'Important Information' section with an information icon and an upward arrow.