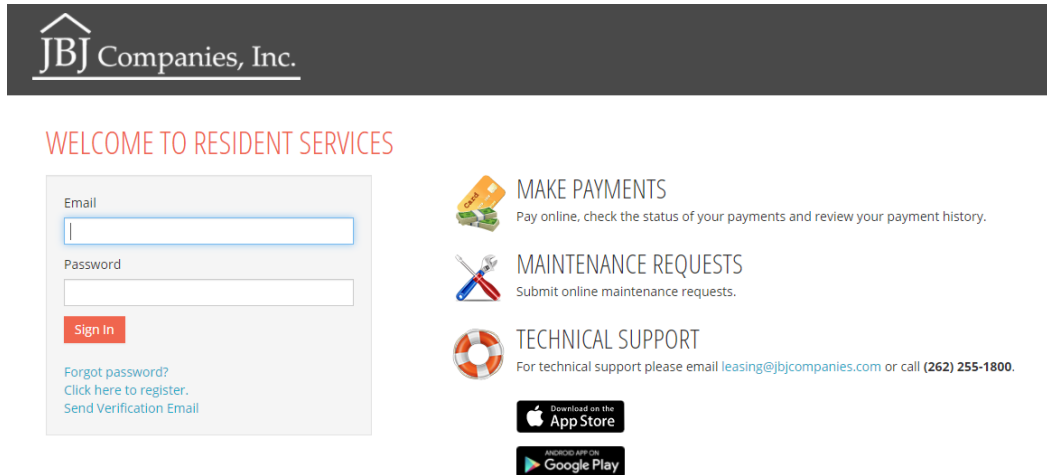


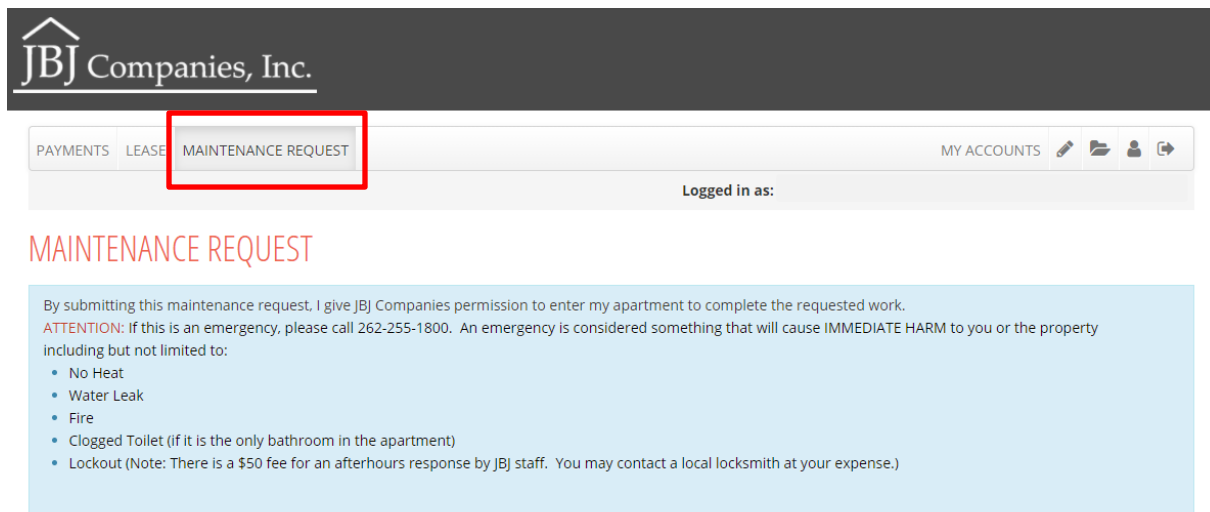


How to Submit a Maintenance Request Using the Resident Portal

1. Go to www.JBJCompanies.com.
2. Click on the Resident Portal button in the upper right-hand corner.
3. Log into your account which was created when you applied for your apartment home.



4. Select the Maintenance Request tab near the top of the page.



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. Full Description: Add a description of your maintenance request providing as much detail as possible.

8. Access Instructions: 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.

9. 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.

10. Submit!! You will receive an email confirming your work order request was received.

Submit Maintenance Request Request History

Priority*

Category* Select a Category

Sub Category Select a Sub category

Full Description*

1499 characters remaining

Access Instructions

Permission to Enter* Yes

Submit

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.)