



1145 East Shaw Avenue
Fresno, California 93710
Phone (559) 224-4008 Fax (559) 224-4567
www.foxpm.net



Dear Valued Resident of Fox Property Management:

Thank you for renting/leasing from us. We appreciate your prompt payment of rent each month.

In an effort to continue to provide you with outstanding customer service, we have instituted the following system for reporting issues that require maintenance:

NON-EMERGENCY REPAIRS – these are maintenance issues that can be repaired during normal business hours Monday through Friday.

1. Email Maria at www.marie@foxpm.net. (Note that the email is Marie not Maria). Put your address in the subject line and please be sure to include your name AND phone number. Include a brief description of what needs to be fixed. You can email Maria any time or day, 24/7, and she will respond within 24 hours unless on a weekend. Maria will contact a vendor who in turn will schedule the work directly with YOU.
2. Call Maria at **(559) 777-8118**. Your call will be answered during normal business hours or, if it's during off-duty hours, please leave a clear and detailed message and Maria will get back to you within 24 hours, unless it's on a weekend. You **MUST** leave a phone number or we can't call you back.

EMERGENCY REPAIRS – Examples might include flooding from broken pipes or plumbing, roof leaks, fire, or major electrical issue. If it's during off-duty hours, please call the main office number at (559) 224-4008 and the recording will direct you to press 3. You will then be connected to the on-call agent. Please leave a message with your address AND phone number so we can call you right back. **DO NOT CALL THE EMERGENCY LINE UNLESS IT'S TRULY AN EMERGENCY.**

As a reminder, there are several items that are your responsibility to maintain or repair as appropriate. They include, Pilot Lights on a hot water heater, gas stove, or gas heater; garbage disposals, smoke alarms and carbon monoxide alarm, AC filter, yard care (if not included with your rent), and plugged up sinks or toilets that are easily cleared.

Again, thank you for renting from Fox Property Management. Your cooperation is appreciated as we streamline our procedure for reporting and fixing maintenance issues.

Sincerely,

Chris Darling, CCRM
Owner/Broker