



Maintenance Service Request How-To

How to request **NON-EMERGENCY** maintenance service request from tenant portal:

1. **Login** into tenant portal at: <https://app.propertyware.com/pw/portals/fhrpm/tenant.action>
2. Click on **Maintenance** located at the top of the page
3. Click **New Service Request**
4. Select **building** and **unit number**, and give **detailed description** of the maintenance issue you are experiencing.
5. Provide a primary **contact phone number AND email address**
6. Click **SAVE**

After completing your tenant portal new service request for a non-emergency maintenance request an email will be sent to a FHR Property Management contact immediately and you will be contacted within 2 business days to resolve your maintenance issues.

For **EMERGENCY** maintenance issues such as A/C not working call: (239) 603-7722 and leave a message. You will be contacted within 2 hours.

With any other maintenance questions or concerns please contact our office requesting to speak with Aubrie

Office: (239) 603-7722
Email: Aubrie@FloridaHomeRealty.com

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