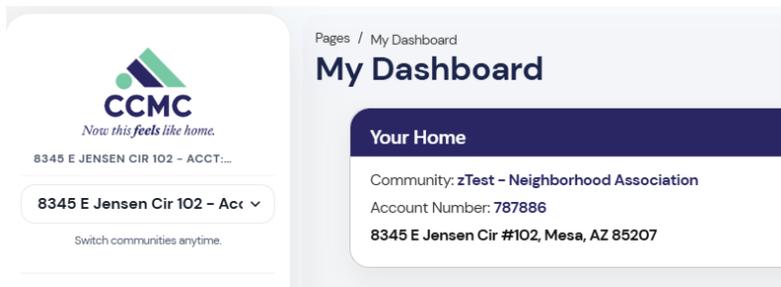


## Resident Maintenance Request How-To Guide

This guide provides step-by-step instructions on how to create a Maintenance Request for your Association and how to view previously submitted maintenance requests.

### Before You Start

- Make sure you're signed in to your resident portal
- If you own multiple properties within your community, or if you own homes in multiple CCMC-managed communities, confirm you're on the correct property account. You can verify this at the top of the page in the "Your Home" section, or by clicking the drop-down menu in the upper left corner under the CCMC logo.



### What You Can Do

- Submit a maintenance request for any issue identified within the community that requires repair or attention.

### Navigate to Online Services

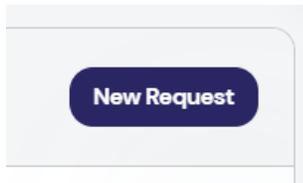
- Select the drop-down arrow to view all online services available.
- Select Maintenance Request



On this page, you can view previously submitted maintenance requests, search and filter existing requests, and create a new request.

## Creating a New Request

- Select **New Request** in the top right corner



- A form will open for you to fill out. Please be sure to add as many details as possible when filling out the form.

Pages / Maintenance Request

### Maintenance Request

**New Maintenance Request**  
Share the details below so we can route your request to the right team.

**Location**  
Choose a saved location or drop a pin on the map.

Where should we send help? \*

Select location

Tip: use Map if you need to drop a pin or use your current location.

Required: choose a saved location OR drop a pin / use GPS.

**Details**  
A clear title and a little context helps us respond faster.

What needs attention? \*

Brief summary

**Description**  
Add more details so our team can help you faster

- **Select the location** either from the list of already populated locations or by pinpointing the work order location on the map.
- Click **Use my current location** to pinpoint your current location.

**Location**  
Choose a saved location or drop a pin on the map.

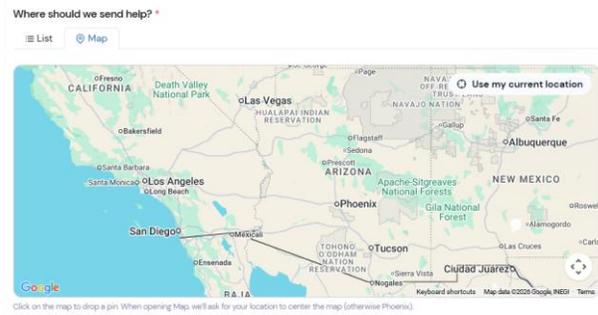
Where should we send help? \*

List Map

Select location

Select location

- Amenity Center – Community Room
- Lancer Pool
- Test Location



- Enter the **details of the request**: type up a summary of the maintenance request and add more details if needed.
- **Add attachments** such as photos.
- Click **Submit Request** when completed.

**Attachments**  
Optional, but photos and screenshots speed up triage.

Drop files here

or click to select files

Photos, PDFs, and screenshots help us resolve requests faster.

Cancel Submit Request