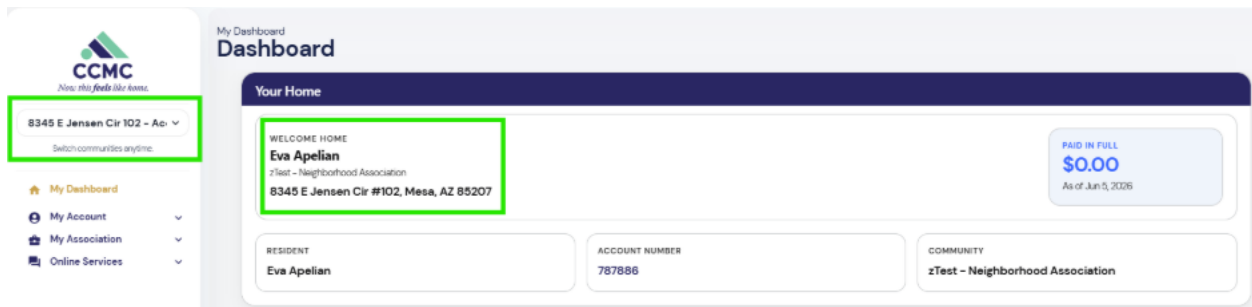


Resident Maintenance Request How-To Guide

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

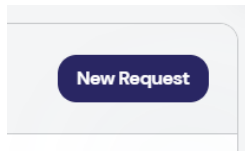
- Select the drop-down arrow to view all online services available.
- Select Maintenance Request



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.

A screenshot of a web form titled "New Maintenance Request". The form has a subtitle: "Share the details below so we can route your request to the right team." It is divided into two main sections: "Location" and "Details".
Location Section:
- Title: "Location" (bold)
- Subtitle: "Use your address, choose a saved location, or drop a pin on the map."
- Question: "Where should we send help?*" (bold)
- Options: "List" (with a list icon) and "Map" (with a map icon).
- A checkbox labeled "My Address / Unit".
- A dropdown menu labeled "Select location".
- Tip: "Tip: check 'My Address / Unit' for your home, leave it unchecked for a saved location, or use Map to drop a pin."
- Requirement: "Required: choose a saved location OR drop a pin / use GPS."
Details Section:
- Title: "Details" (bold)
- Subtitle: "A clear title and a little context helps us respond faster."
- Question: "What needs attention?*" (bold)
- Input field: "Brief summary".
- Question: "Description"
- Input field: "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.

A close-up screenshot of the "Location" section of the form. The "List" and "Map" buttons are highlighted with green boxes. The "Select location" dropdown menu is also highlighted with a green box. The "My Address / Unit" checkbox is visible but not highlighted.

- Click **Use my current location** to pinpoint your current location on the map.

Where should we send help? *

List

Map



Click on the map to drop a pin. When opening Map, we'll ask for your location to center the map (otherwise Phoenix).

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

- You can also select your **own unit** if the association maintains parts of your property

Location
Use your address, choose a saved location, or drop a pin on the map.

Where should we send help? *

List Map

My Address / Unit

Select location

Tip: check "My Address / Unit" for your home, leave it unchecked for a saved location, or use Map to drop a pin.

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

- Enter the **details of the request**: type up a summary of the maintenance request and add more details if needed.

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

Emergency services required?

CCMC uses an after-hours emergency line for residents to report any major issues that require immediate attention outside of business hours. If you're reporting an after-hours issue like a significant water leak or dangerous landscaping issue, please call 1-800-274-3165.

- **Add attachments** such as photos.

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.

- Click **Submit Request** when completed.

Cancel

Submit Request

Viewing a Submitted Request

- Select **View** next to a previously submitted maintenance request to see the details of the request including the location and details you created.

My Maintenance Requests

Track updates, assignees, and status for your submitted requests.

[New Request](#)

Open

25/page

Total: 1

| # | TITLE | STATUS | PRIORITY | ASSIGNED TO | UPDATED | |
|-----|-------|--------|----------|-------------|-----------------------|----------------------|
| 222 | Lynn | new | MED | — | 4/1/2026, 12:18:25 PM | View |

Page 1 of 1

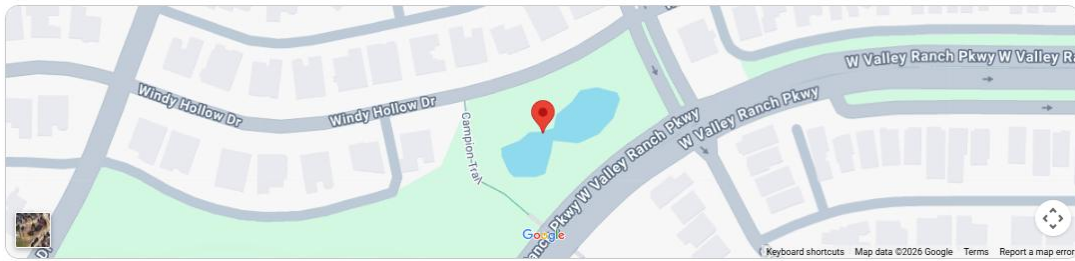
[Prev](#) [Next](#)

Location

Where the issue is happening.

Hollows Pond

Coordinates: 32.938629, -96.962269



[Open in Maps](#)

[Use OpenStreetMap](#)

[Copy location](#)

Details

What you reported and key dates.

Description

Needs a hug

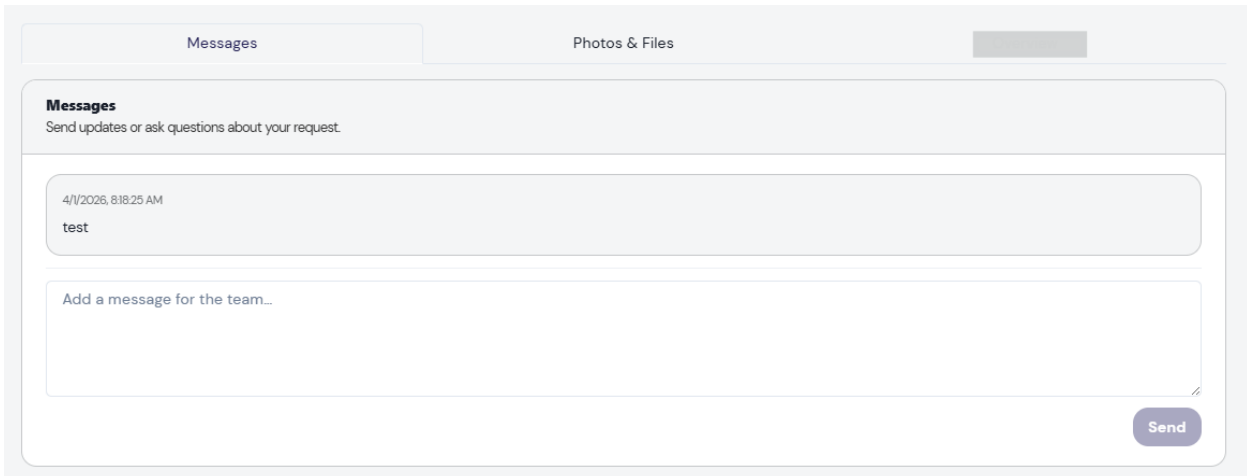
Created
3/26/2026, 3:57:33 PM

Updated
4/1/2026, 8:18:25 AM

Due
—

[Copy share link](#)

- At the bottom of the request, you will be able to view any **messages** from the team and **submit a message** if needed.



- You will also be able to view any **photos or files** attached to the request or attach additional documentation if needed.

