



## **Maintenance Requests**

To submit a maintenance request please email us at: [maint@greenivypropmgt.com](mailto:maint@greenivypropmgt.com)

You may also call us and leave a message on our maintenance voicemail: 773-913-2525 x 150

Please include your name, property address, the nature of the maintenance issue, and the best method by which to contact you. All maintenance requests will be addressed in a timely fashion.

For the quickest action, please leave permission for us to enter your unit in your email or voicemail upon submitting your maintenance request.

## **In the Event of an Emergency**

If you're experiencing an emergency (e.g. no heat, no electricity, flooding) please call 773-913-2525 x 150 and follow the prompt on the voicemail for an emergency maintenance situation.

## **In the Event of a Lockout**

If you're locked out of your unit, you may stop by our office during regular business hours (Monday-Friday from 9am to 6pm) and check out our copy of your unit key to go make a copy of. You must immediately return our copy of the key.

If it's outside of our regular business hours, you can contact a locksmith of your choice to assist you. We recommend Amazing Lock who can be contacted at (773) 935-8900 and offer 24 hour services. All costs associated with a lock out will be at your expense. **IF A LOCK IS RE-KEYED, YOU MUST DROP OFF A COPY OF THE NEW KEY WITHIN 24 HOURS OF THE RE-KEYING.**

Green Ivy Realty & Property Management, Inc.  
1818 W Belmont Ave  
Chicago, IL 60657  
P - 773.913.2525  
F - 773.913.2515  
[www.greenivypm.com](http://www.greenivypm.com)