



MAINTENANCE REQUESTS

To submit a maintenance request please email us at: maint@greenivypropmgt.com.

In the subject line indicate the building address and your unit number along with a quick identifier of the issue, example: 2847 N. Broadway #2 - Sink Clog. Be sure to CC all your roommates so everyone is on the same page.

Attaching a photo of the issue in question is also a big help for us to prepare prior to heading over to your unit.

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

EMERGENCIES

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

(Remember this line is for emergency maintenance issues only, for normal maintenance please email us at maint@greenivypropmgt.com as instructed above and we will address in a timely manner.)

LOCKOUT

(Normal Business Hours) Monday - Friday, 9am-5pm: Lessee must contact Green Ivy and verify a set of keys is available at the office. If available, Lessee can stop by Green Ivy's office at 6553 N Avondale Ave, Chicago IL, 60631 and Green Ivy will make copies of the requested available keys. Service Fee: \$5.00 per copied key. If keys cannot be copied by Green Ivy, Lessee may borrow a copy of Green Ivy's keys. Green Ivy's keys must be returned within 24 hours unless otherwise directed. No service fee for this option.

(Normal Business Hours) Monday - Friday, 9am - 5pm & IF available: Green Ivy will travel to your unit and provide access to your unit. If Green Ivy's keys are lent out, Green Ivy's keys must be returned within 24 hours unless otherwise directed. Service Fee: \$100.00 + \$5.00 per requested copied key.

(After Hours/Holidays) Monday - Friday, 5:01pm - 8:59am, Weekends & Holidays: Lessee may attempt to contact Green Ivy's Emergency Maintenance line and only if available: Green Ivy will travel to your unit and provide access to your unit. If Green Ivy's keys are lent out, Green Ivy's keys must be returned within 24 hours unless otherwise directed. Service Fee: \$200.00 + \$5.00 per requested copied key. Alternatively, If available Green Ivy will make copies of the requested keys and place them in a lockbox at the office located at 6553 N Avondale Ave, Chicago IL, 60631. Service Fee: \$100.00 + \$5.00 per requested copied key. If a representative from Green Ivy is not available, Lessee must call a locksmith and pay for lockout service directly to the locksmith hired.

PER YOUR LEASE AGREEMENT, IF YOU HAVE ANY LOCK RE-KEYED, YOU MUST DROP OFF A COPY OF THE NEW KEY WITHIN 24 HOURS OF THE REKEYING.

Green Ivy Realty & Property Management, Inc.

6553 N Avondale Ave, Chicago, IL 60631

P – 773.913.2525

F – 773.913.2515

www.greenivypm.com