

HOW TO SUBMIT A MAINTENANCE REQUEST

Choose the option that works best for you.



★ RECOMMENDED

Option 1: Submit Online Through Property Meld

 www.propertymeld.com

- 1 Log in to your Property Meld account at www.propertymeld.com.
- 2 Select 'Meld Requests' and click 'New Meld'.
- 3 Follow the prompts from MAX™, your virtual maintenance assistant.
- 4 Describe the issue in as much detail as possible.
- 5 Upload photos or videos if available, then review and submit your request.
- 6 Track status updates and communicate with our team directly through Property Meld.



🕒 AVAILABLE 24/7

Option 2: Call MAX On-Call

 **(570) 545-6177**

- 1 Call (570) 545-6177 and follow the voice prompts from MAX On-Call.
- 2 Clearly describe the maintenance issue.
- 3 If you are experiencing an after-hours emergency, say 'emergency' when prompted so MAX can determine if the issue meets emergency criteria for immediate escalation.
- 4 MAX will document your request and automatically create a maintenance ticket in Property Meld for our team to review.



Helpful Tips

- For non-emergency maintenance, we recommend submitting your request through Property Meld whenever possible.
- Please include as much information as you can, along with photos or videos, to help us resolve your issue more quickly.
- Once your request has been submitted, you can check its status and communicate with our team directly through Property Meld.