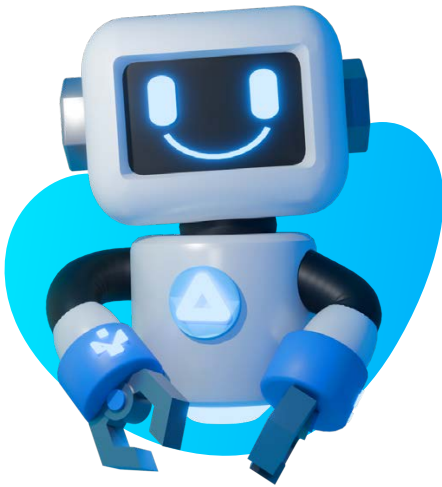# MAX™

2 Ways to Submit Requests for Maintenance

Online

Submit online:
app.propertymeld.com

On-Call

Call this number:

MAX, our friendly maintenance bot, makes submitting requests a breeze, capturing important details to ensure your issue gets fixed quickly.

ⓘ Residents are **required** to use MAX to request maintenance to their unit.

MAX™ POWERED BY ▲ PROPERTYMELD

👆 Online

When to Submit Online?

Most non-emergency issues should be submitted online.
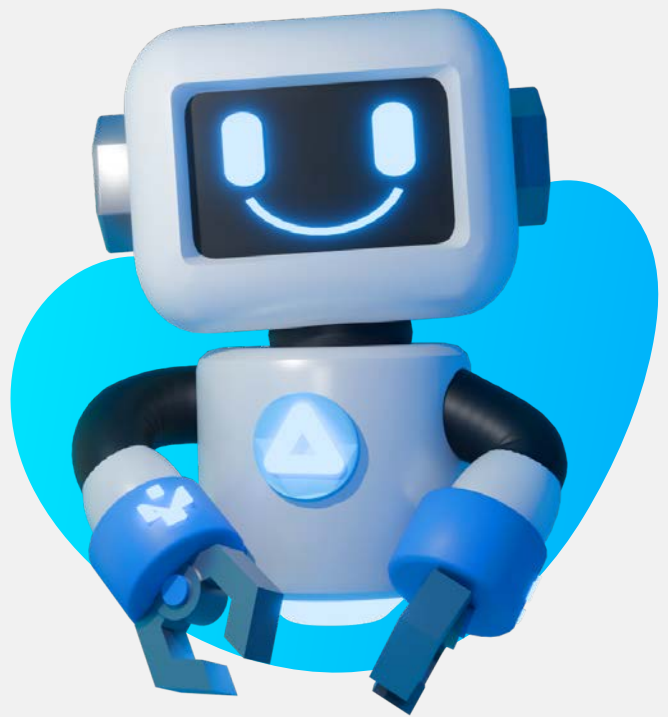
Benefits of Online Submission:

- Track the status of your submitted request

- Upload photos/videos

- Communicate via chat

Getting Started

Create a Property Meld account by accepting the invitation we sent to your email address on file. Click **Confirm Your Information** to register.

Scan this code with your phone to submit a maintenance request.

How to Submit a Maintenance Request

1 Login to your Property Meld account by visiting **app.propertymeld.com** or your property management company's website.

2 Click **Meld Requests** and choose **New Meld.**

3 Go through the troubleshooting steps with MAX until the request has been created.

4 Choose up to five time slots of availability for the repair to be fixed.

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📞 On-Call

When to Call?

(Non-911) Emergencies, such as uncontrolled water leaks, or no heat or A/C.

If you prefer not to use browser-based methods.

Benefits of Calling:

- Fast Meld submission and reaction including after hours calls.

- Emergency calls will be immediately escalated to the on-call administrator if the management team deems it an emergency.

- ⓘ It's important to follow through with the call to submission so it gets escalated appropriately.
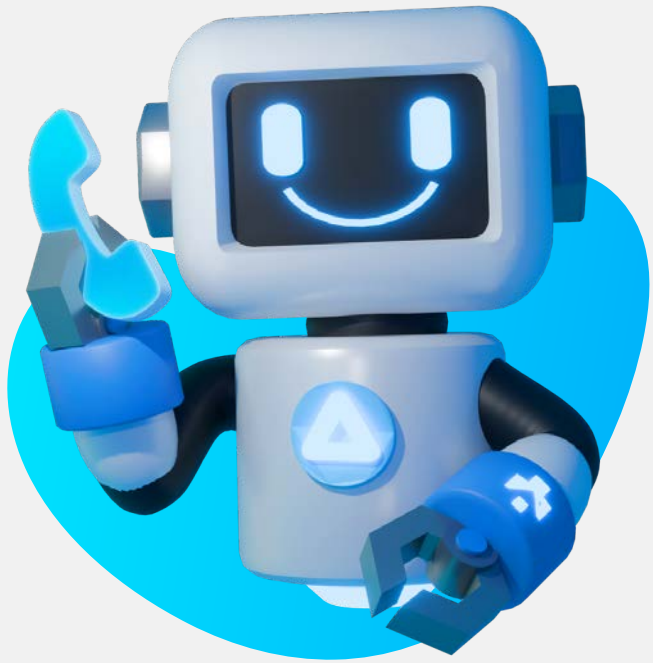
Tracking your Submission

Track the status of your submitted maintenance request by logging into your Property Meld account, at **app.propertymeld.com**.

If you do not have an account, contact your property manager to request an invite.

Call this number: