THE CHIO-MORALES TEAM
WHERE TEAM WORK MAKES DREAMS WORK

Maintenance Request Information

Please input all maintenance requests in through the online Tenant Portal at liveinlasvegasnow.com. Your password can be reset at tenant login screen.

- Be specific when entering your service request.
- List all pertinent information, including a brief description of the issue, location of the problem (which bedroom, bathroom, etc).
- Please be sure to upload a photograph for reference.
- Leave your name and the best number to reach you at for scheduling a service call.

All maintenance request must be submitted through the Tenant Portal. **Only** requests submitted in this way will be addressed.

A tenant will be contacted within 48 hours (per Nevada Law) of submitting a request for a covered item unless that request is deemed an emergency. Please see below for information on what qualifies as an emergency request.*

If you have a question about whether an item is covered by the landlord or is the tenant's responsibility, please email us at cmtmaintenancedesk@gmail.com

After Hours/Weekend/Emergency Maintenance Request:
When to call the After Hours/Emergency line*:
Busted water pipes (excluding dripping faucets and slow drains) Roof leaks Houses with 1 hvac unit during extreme temperatures (please note: HVAC tech will come based on their availability) Fires and Gas leaks.

Note: *Lockouts are not considered an emergency and a locksmith should be called by the tenant (a copy of a new key MUST be provided to The Chio-Morales Team no later then the following business day.) During regular business hours, someone from The Chio Morales Team, based on availability, can come unlock a house at a charge of $75.

*Appliance repairs are not considered an emergency and will be addressed the following business day. For refrigerators, keep all doors closed. Length of appliance repair/ replacement can vary depending on repair company or installer's schedule.

*Houses with multiple hvac units are not considered an emergency unless all units are not functioning.