

HOW TO SUBMIT A WORK ORDER

Do you live in an HOA managed by Welch Randall? Here's how you can submit a work order or maintenance concern

APPFOLIO ACCOUNT

- 1) Login to your AppFolio Account
 - 2) Select "Maintenance"
 - 3) Select "Request Maintenance"
- Please allow 1-2 business days for response.



ANONYMOUS COMPLAINT

If you have a complaint against a neighbor, vendor or something else of concern in the community, visit www.welchrandall.com. Select "Community Management" from the Top Menu and then look for "Make a Complaint" and fill out the complaint form. Please allow 1-2 business days for response.

PHONE MAINTENANCE COORDINATOR

You can contact the maintenance coordinator via phone by calling 801.399.5883 extension #104. You can call or leave a voicemail. Due to potential high call volume at times, please leave a voicemail and allow 1-2 business days for response.



EMAIL OPTIONS

You can also email your property manager directly or info@welchrandall.com. Please allow 1-2 business days for response.

AFTER-HOURS EMERGENCIES

After-hour emergencies include flooding, fires, leaking pipes causing significant property damage, storm damage. If there is an after-hour emergency please call 801.399.5883 extension 102. Please leave a voicemail if the call is after-hours as the on-call personnel may be assisting other customers.

