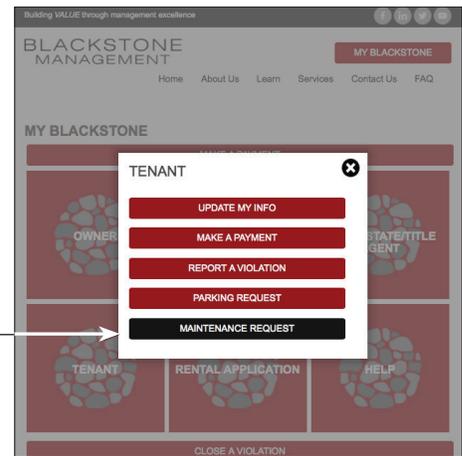
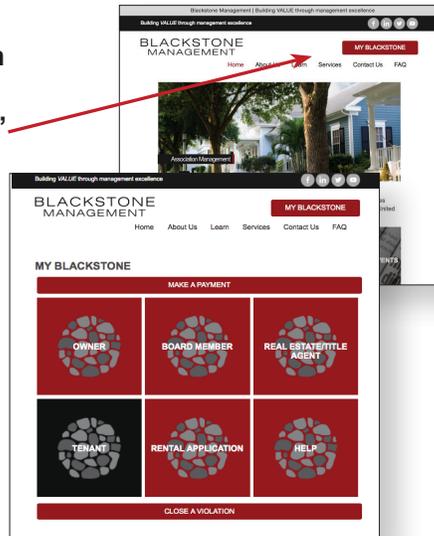


# MAINTENANCE REQUESTS

1. Go to [www.BlackstoneAM.com](http://www.BlackstoneAM.com)

2. Click "My Blackstone" in the top right corner.

3. Choose OWNER, TENANT, or BOARD MEMBER to access Maintenance Option.



4. Click "Maintenance Request".

**Maintenance Request Form**

Please use this form for all non-emergency requests for maintenance.

Fields mentioned with \* are required!

Name of Property\*:  
Select Project

Name  
First Name\* Last Name\*

Property Address\*  
Address 1\*  
Address 2  
City\* State\*  
Zip Code\*

Phone: Cell Phone Carrier\*:  
Select a Cell Phone Carrier

Email:

Type of Work Needed\*

Description of Work Needed\*

5. Complete the Maintenance Request Form.

Tell us your cell phone carrier to receive text messages about your request. You will receive a text message when your maintenance appointment has been scheduled as well as a reminder 24 hours before your appointment.

Submit photos, if available.

Description of Work Needed\*

Attach File(s) (if Possible):  
Choose a file  
ADD MORE FILES

NOTE:  
 By submitting this request you give permission for a Blackstone representative and/or contractor to enter your unit/apartment.

Once your maintenance appointment has been scheduled, you will receive a text reminder 24 hours beforehand. If you would like to opt out of these reminders please uncheck the contact box.

CANCEL SUBMIT REQUEST

**IMPORTANT: You MUST click the "NOTE" checkbox, even if the information is not applicable to your request.**

WALDORF	WASHINGTON	PAYMENT	NEWSLETTER
2A Industrial Park Drive Waldorf, MD 20602 (240) 348-2117	1875 Connecticut Ave NW Washington, DC 20008 (240) 348-2117	Payment Address: P.O. Box 1831 La Plata, MD 20646	Sign-up for our FREE Newsletter <b>SUBSCRIBE</b>

# MAINTENANCE REQUESTS

page 2

.....

6. Look for an email from Blackstone Management containing a link to the progress of your request.

From: Blackstone Management [mailto:noreply@blackstoneam.com]  
Sent: Tuesday, July 28, 2015 2:42 PM  
To: Brooke Renter  
Subject: Maintenance Request Completed - Request ID #258

Your maintenance request has been completed.

Request ID#: 258  
Date submitted: 06/19/2015

Please use the link below to check progress on the request.  
<https://www.myblackstoneam.com/MaintenanceRequestStatus.aspx?ID=4xf+Dn+7/Oruf1qHxW4IQ==>

Thank you,  
The Blackstone Management Team

**VIRTUAL DESK - BLACKSTONE**

### Maintenance Request Detail

**Project:** Enclave at Seven Oaks Condo  
**Name:** [Redacted]  
**Address:** [Redacted] aliba way  
**City:** odenton  
**State:** MD  
**Zip Code:** 20013  
**Phone:** 833- [Redacted]  
**Email:** [Redacted]  
**Type of Work Needed:** Raining water leakage from Roof  
**Date:** 06/19/2015

**Description of Work Needed:**  
1) Raining water leakage from Roof - Need to fix the roof  
2) Need Paint the Garage door from outside

**MaintenanceRequest Notes & Actions**

Date	Name	Action	Notes
7/13/2015 9:53:04 AM	[W and H maintenance]	Closed	repaired roof, repaired inside damage Chargeback amount changed to \$0.00
6/24/2015 12:27:34 PM	[W and H maintenance]	In Progress	went out and inspected roof leak. roof is missing shingles at top of roof peak( As we listed during our roof inspection), did damage to inside of house( areas that were affected- master closet, wall and ceiling, master bath, ceiling and master bedroom ceiling.) Installed a tarp on roof to protect from rain until bid gets approved. Please see attached pictures Chargeback amount changed to \$0.00
6/24/2015 10:00:42 AM	[Forrest Baggart]	In Progress	Owner asked if we can fix the paint that was damaged, we are able to fix only the paint from the leak Chargeback amount changed to \$0.00
6/23/2015 6:02:47 PM	[W and H maintenance]	In Progress	Spoke to Mr. [Redacted] who gave me the tenants info- Ms. [Redacted] meeting with her tomorrow morning. Will call when we are on our way.
6/23/2015 2:38:01 PM	[W and H maintenance]	In Progress	Called twice today and left a message that we were trying to schedule appointment for tomorrow, haven't heard back Chargeback amount changed to \$0

**Chargeback Amount:** 0.00

**Status:** Closed

**Attached Files:**  
MaintenanceRequest258\_10258a.jpg  
MaintenanceRequest258\_10258b.jpg  
MaintenanceRequest258\_10258c.jpg  
MaintenanceRequest258\_10258d.jpg  
MaintenanceRequest258\_10258e.jpg  
MaintenanceRequest258\_10258f.jpg  
MaintenanceRequest258\_10258g.jpg

7. The emailed link will bring you to the activity log associated with your maintenance request. You will receive an email each time the activity log is updated, giving you “behind the scenes” progress on your request.