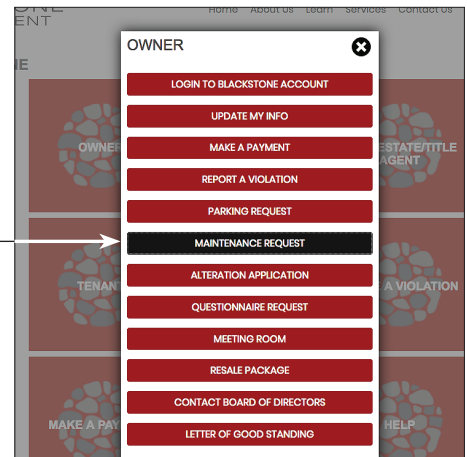
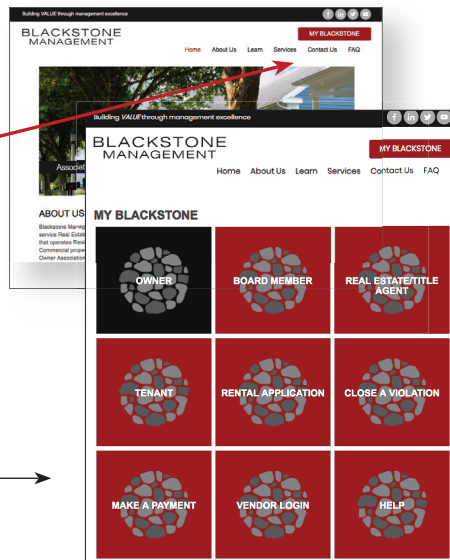


MAINTENANCE REQUESTS

1. Go to 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".

5. Complete the general information on the Maintenance Request Form.

You will receive a text message when your maintenance appointment has been scheduled as well as a reminder 24 hours before your appointment. You may opt out of text messages.

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



Details regarding Emergency Maintenance Requests can be found on the next page.

6. Upload images of your maintenance needs, if applicable.

7. You will receive an email verification when your request is scheduled with the date & time of your appointment, your technician, and a photo of your technician. You also have the option to cancel your appointment, if you do so by 4pm the day before you are scheduled.



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=4xeF+>

Thank you,
 The Blackstone Management Team

MAINTENANCE REQUESTS

EMERGENCY NEEDS

.....

In the event you are experiencing an emergency, Blackstone Maintenance Coordinators are on call 24 hours a day to respond. The option to notify us of an emergency can be found on the online maintenance request form. However, there are clear terms on what is and is not considered an emergency that would require immediate response. **Blackstone Maintenance staff are authorized to downgrade your request if they deem necessary**, and you will receive a response during regular business hours.

VALID EMERGENCY:

HVAC OUTAGE
(Only if the outside temperature is above 100° or below 30°)

FIRE (Call 911 immediately!)

WATER LEAK

POWER OUTAGE *(entire unit)*

STRUCTURAL DAMAGE
(to cause non-use of the building or unit)

NOT AN EMERGENCY:

CLOGGED TOILET

LIGHT OUT

ROOF REPAIR

APPLIANCE REPAIR

LANDSCAPING ISSUES

***IF YOUR EMERGENCY REQUIRES FIRE, POLICE OR EMERGENCY MEDICAL TECHNICIANS, PLEASE CALL 911 IMMEDIATELY!**

The screenshot shows a web form for submitting a maintenance request. A pop-up window titled "Emergency Maintenance" is overlaid on the form. The pop-up contains the following text:

An Emergency is something that will threaten life or property if not fixed as soon as possible, below are examples of maintenance emergencies.

- HVAC Outage (outside temperature above 100 degrees or below temp 30 degrees)
- Fire (Call 911 immediately)
- Water Leak
- Power Outage (entire unit)
- Structural Damage to cause non-use of the building or unit

Below are Non-emergencies

- Clogged Toilet
- Light out
- Roof Repair
- Appliance Repair
- Landscaping issues

Notice: If this emergency requires fire, police or emergency medical technicians please call 911 immediately.

Note: if your request is deemed a non-emergency no action will be taken until normal business hours.

At the bottom of the pop-up are two buttons: "YES: THIS IS AN EMERGENCY" (in red) and "NO: THIS IS NOT AN EMERGENCY" (in grey).

The background form includes fields for "Zip Code*", "Phone*", "Text Message" (with a checkbox "We will use"), "Type of Work" (with a dropdown "Select a trade"), and "Description of". There is also an "Attach File(s)" section with "Choose a file" and "ADD MORE" buttons. At the bottom of the form, there is a "NOTE:" with a checkbox "By submitting this request you give permission for a Blackstone representative and/or contractor to enter your unit/apartment." and a red button "IF THIS IS AN EMERGENCY REQUEST CLICK HERE". At the very bottom are "CANCEL" and "SUBMIT REQUEST" buttons.