



E-mail: [info@kitactical.com](mailto:info@kitactical.com)

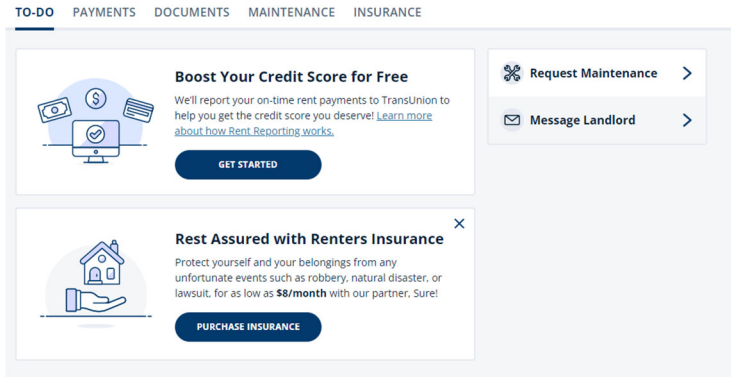
Office Hour: Monday – Friday 10:00AM – 06:00PM

Office Address: 2811 Castro Valley Blvd., Ste. 206, Castro Valley, CA 94546

# Maintenance Request for Tenants

## Submit Maintenance Request

1. Please register an account: <https://www.turbotenant.com/>
2. Click “Request Maintenance”



3. Complete the ticket and click “Submit Request”

4. Property Management will review and approve request within 48 business hours.



E-mail: [info@kitactical.com](mailto:info@kitactical.com)

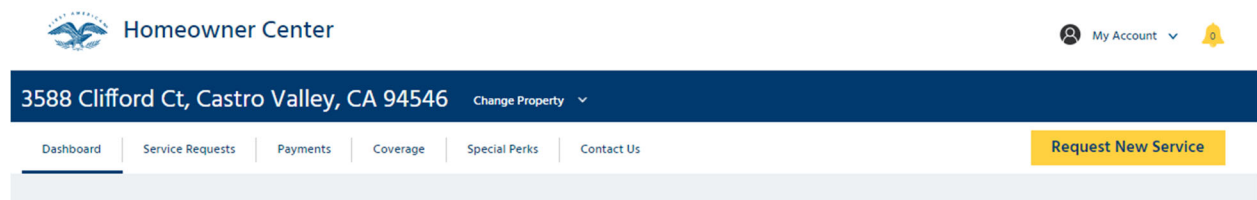
Office Hour: Monday – Friday 10:00AM – 06:00PM

Office Address: 2811 Castro Valley Blvd., Ste. 206, Castro Valley, CA 94546

## Home Warranty Appliance Repair Request:

Follow the “Submit Maintenance Request” on page 1

1. The property manager will review the request, and will approve or reject the Home Warranty Request. **Without any written approval from the Turbo Tenant, the tenant will be responsible for the all the cost related to the request of service.**
2. Once request is approved, the tenant will log in to First American Home Warranty at - <https://homewarranty.firstam.com/account/login>
  - a. Login: [info@kitactical.com](mailto:info@kitactical.com)
  - b. Password: Please contact us through Turbo Tenant and the Property Management will provide PW.
3. Select your property
4. Click “Request New Service” in the top right-hand corner



5. The tenant will need to provide the following information for the request. Unclear description will slow the down repair process.
  - a. The appliance types
  - b. The service items
  - c. The Brand
  - d. Description of the Problem
  - e. The Model #
  - f. Picture that could help the contactor to understand the problems

Service Request: Appliance  
585.00 Service Fee is due upon submission

Repair Details

Trade\*

Service Item\*

Brand\*

Description of the Problem(s)

0 Characters

Model #

I acknowledge I am responsible for payment of applicable service fees, and understand my contract does not cover secondary damages.\*

[Add Another Appliance Repair](#) [Cancel Request](#) [Continue](#)



E-mail: [info@kitactical.com](mailto:info@kitactical.com)

Office Hour: Monday – Friday 10:00AM – 06:00PM

Office Address: 2811 Castro Valley Blvd., Ste. 206, Castro Valley, CA 94546

6. **Do not leave the property management contact information under the request.** The tenant will use his/her own name, email and contact phone number to schedule the time with the contactor. The property management will schedule the appointment for the tenant.

**Review Appliance Service Request**  
\$85.00 Service Fee is due upon submission

Service Item	Dishwasher	Symptom	Leaking Water
--------------	------------	---------	---------------

Description of the Problem(s)  
Example

[Edit Repair Details](#)

**Confirm Contact Information**

Name\*  Email\*   
Name is required A valid email is required

Phone\*  Alt Phone   
Please enter a valid 10-digit US Phone Number

Text Updates

By providing your phone number, you agree to our [Privacy Policy](#) and to receive text messages from First American Home Warranty. Message and data rates may apply.

[Cancel Request](#) [Continue](#)

7. Submit Claim after filling out the information. The First American Warranty will be in touch with you shortly. If the contactor requests additional cost for the repair, please contact the property management for the approval.
8. Once service is complete, please update property management on the status to mark the work has been done under the Turbo Tenant.

## Property Manager Contacts:

**Property Manager:**

**Phone:** 415-860-6288

**Email:** [info@kitactical.com](mailto:info@kitactical.com)

**After Hour Emergency Contact:** 415-619-4305