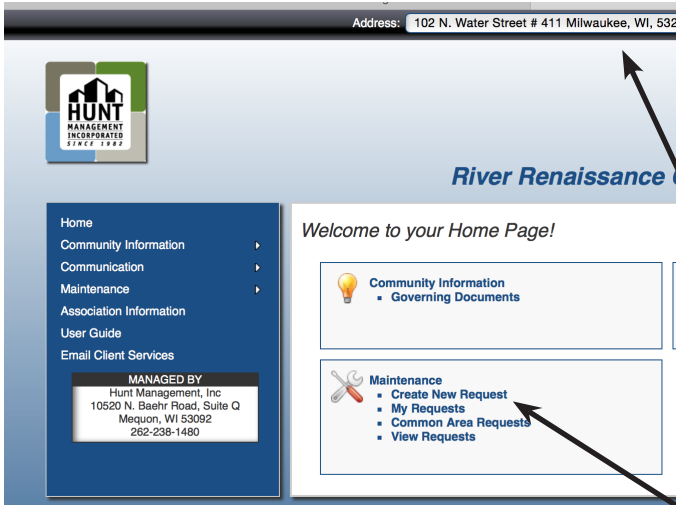


Step 2



Procedure to request maintenance:

1. Go to riverrenhoa.com and click on the “Request Maintenance” link on the homepage.
2. On the page that will launch, go to the pull down menu in the black bar at the top and select your address. Then click on the “Create New Request” link.

Step 3



3. On the page that will launch, select the applicable category. Subcategories will then display. Select from this self-explanatory menu. A new page will launch.

Step 4

Create New Request

Maintenance request for: Building Interior - Intercom - Not Working

Comments

Home Phone

Work Phone

Email

Cell

Add Attachments

Choose File | no file selected

Attach another document

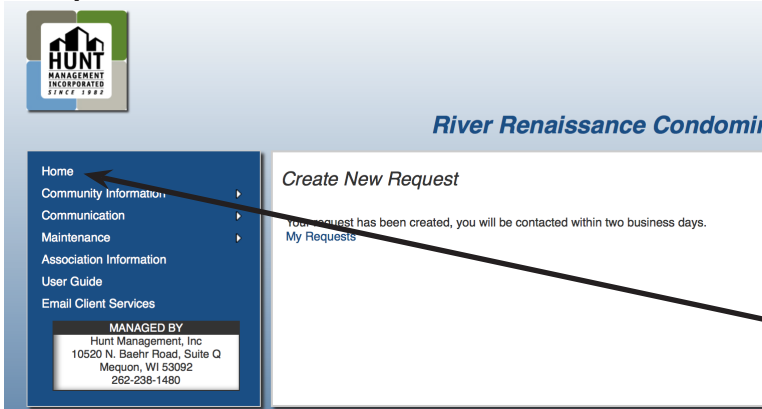
NOTE: All users with access to view this request will also be able to see all attached files.

Note: If no email is supplied, the system will not keep you updated via email.

Create Request

4. Next, put your cursor in the “Comments” box and type your maintenance request. (You can choose to attach a picture of the issue should you wish to do so by clicking on the “Choose File” button.) Fill in your contact information (phone & email). Click “Create Request” button at the end of the form to send.

Step 5



5. You will then get a message that your request has been received. Hunt is working with their IT source to change the rest of the message to state: “Please check back for updates.” Those options (listed under Maintenance) can be accessed by clicking on the home button — if checking back later, through the Maintenance Request link on RR’s home page. Either will get you back to your request status options.