

# ***RICHMOND PROPERTY MANAGEMENT***

*3 Greeley Ave  
Staten Island N.Y, 10306  
718-351-4013  
www.richmondpm.com*

## **Memo: NEW Maintenance contact information and procedure**

### **To all tenants of Richmond Property Management.** **Please take note of the following changes to our maintenance** **department.**

Effective October 1<sup>st</sup> 2023, please note the following changes and procedures for any and all maintenance needs and requests. We have always had (2) maintenance contact phone numbers. There will only be (1) maintenance phone number to contact going forward. That number is **917-292-4321**. The other numbers are no longer in service (718-987-6806, 718-667-3410). We ask that you please save the number in your phone. We suggest the rental office number be saved as well if you did not have it saved previously (718-351-4013, note: the rental office is open only Mondays & Thursdays from 11am-6pm) Please save them **separately** from one another so they are not confused when contacting us and they should be named and saved as “Rpm Maintenance” (917-292-4321) and “Rpm rental office” (718-351-4013)

As for requesting any type of maintenance work needed, please note the following. We have recently engaged with a new electronic maintenance platform called Razor Sync. Under this new service each of the units we manage has its own custom account. Any and all calls for service or requests are logged, tracked and saved in this program. **\*\*Note that you will receive conformation via text message (if you have not properly followed all of our previous requests to enroll in smart messaging service by texting the word ALERT to 22300 from your smart phone, we cannot communicate with you via text AS WELL AS PROVIDE US WITH YOUR CELL PHONE CARRIER.)** and/or by email to the email address on file as of April 1<sup>st</sup> 2023 (If you have had any changes to your email address or cell phone numbers that we had on file, please let us know). It is not an option to text any maintenance workers without “opting in” to exchange text messages. Please do not call or text maintenance workers as they do not always have their work cell phone with them.

(Once again you must make sure to “opt in” in order to be able to exchange text messages and provide your cell phone carrier to us. Most common carriers are Verizon, AT&T, T-Mobile).

For any and all maintenance needed please use the following ways to contact us.

By phone, calling (or texting) **917-292-4321** (this is the only contact number for maintenance). Once the call is received, they will ask you for your information (name, address, phone number, email address and what the reason for the call is). There are several different maintenance workers or companies we use for different types of jobs that may be needed. Please do not contact workers without knowing in advance who the job request has been assigned to.

Or by email. Emailing [maintenance@richmondpm.com](mailto:maintenance@richmondpm.com). We ask going forward that any and all general maintenance requests be emailed to the email address listed above. In the email it should include the following. Name, address, phone number and the request in need. If any photos or videos can be attached to the email, we ask you do so. You will be responded to once received and documented.

Lastly on our website [www.richmondpm.com](http://www.richmondpm.com), you will find the “Tenants Portal” section that has updated document references and general information posted. You can refer to that section as needed for updates as we continue to update and build on all platforms to assist with your apartment rental. Should you have any questions or concerns about the new maintenance platform in place or any general information needed, please stop by or contact the rental office during the office hours.