



# MAINTENANCE

## Solution Center

Our experienced agents are available for 19-hours each weekday to assist you with routine, urgent and emergency service requests.

On weekends or after hours, your MSC call will be handled by an automated after-hours service that puts you directly in contact with the technician that will be responding to your urgent or emergency request.

### With Maintenance Solution Center you can expect:

- Upgraded call handling and customer experience
- US-based representatives with strong facilities knowledge
- Call back feature offered to avoid wait times
- Improved appointment notifications and reminders
- Superior response times and specialized technician assignments

With our enhanced service request scheduling system, routine service requests placed through the Resident Portal or App will be scheduled automatically, and you will receive an email with your scheduled service request visit date and appointment window.



We offer 24/7 emergency maintenance service for all your maintenance needs throughout residency. To place a maintenance request please call **(575) 479-1127**.



Routine maintenance requests can also be submitted through the Resident Portal at **[hol.soaringheights.net](http://hol.soaringheights.net) > Residents > Resident Portal**



**Download the Lendlease US Communities App** at the Apple App Store or on Google Play and submit routine service requests, view current work order status, receive notifications when a technician is on their way, and more!

There is no change to the current service request submission process, just an enhanced resident experience with you in mind!