



# MAINTENANCE Solution Center

Our experienced agents are available for 19-hours each weekday to assist you with 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

You can schedule routine service requests for completion during a timeframe that is convenient for you through the app or portal! The service request system also allows you to submit multiple service requests at once and reschedule requests right through the app.



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



Routine maintenance requests can also be submitted through the Resident Portal at **hol.soaringheights.net > Residents > Resident Portal**



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

**Get started today! There is a one-time registration and email verification to activate the maintenance scheduling feature in your existing Centinel Communities app.**



**Scan to access a Quick Start Guide.**