

FIRST FLORIDA

PROCEDURES FOR WARRANTY REQUESTS

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- All requests must first be assessed by the property maintenance personnel to determine possible causes and resolution. Check for minor repairs that can be completed by maintenance to avoid delays from scheduling service calls.
- All requests must be sent to First Florida's Warranty Dept. during the warranty period. The property will still need to communicate with the subcontractor(s) in order to properly schedule repairs with tenant scheduling requests.
- All requests must be sent on the First Florida Warranty Form and all APPLIANCE requests must be sent on the appliance form. HVAC units are not appliances, please use the warranty form.
- **Appliances** – you must send the **serial and model numbers** for every appliance and provide the **tenant move in dates**. Move in dates assist with actual warranty period.
- Requests must be **legibly** written, or **typed** with as much **relevant** detail about the issue as possible to assist with contacting the proper subcontractor for the repair. **Details will assist in sending the correct subcontractor the first time.**
- **SEND PHOTOS:** By email only, of mold, any drywall repairs needed, water leaks, cabinet water damage or any other significant damages.
- Cabinets – send the measurements (Review your warranty books once received)
- **Vehicle damages are not warranty and charges will be assessed.**
- **Tenant and/or neglect or abuse of property done by others is not warranty and charges will be assessed.**
- **Exercise equipment is management responsibility.**

Additional Notes:

- All warranty requests must be sent to the First Florida Warranty Department in the **Tampa** office. Please **fill out the entire form** with as much important and relevant detail as possible.
- If the requests are significant in scope such as:
 - Major water leaks or electrical malfunctions, or items that you feel require additional attention, contact our office immediately.
- For **Life Safety** issues please contact your local authorities.
- Once the Warranty Book is **received**: refer to it for all Subcontractor warranty request information and forms.
 - Please utilize this book as it contains helpful information to assist you.

Completed Warranty Requests:

After the principle subcontractor has completed the repair and nothing is outstanding, onsite maintenance should verify that the repair has been completed or additional work is still needed i.e. drywall or paint repairs etc. forward status to First Florida Warranty Department. Please respond to all status requests from First Florida in a timely manner. **Forms are available online:** http://firstflorida.adwebhosting.com/warranty_repairs.html

****Negligence/damages caused by tenants or others is NOT warranty and charges may be assessed****