



## MAINTENANCE INFORMATION

### MAINTENANCE REQUEST LINE - 773-549-5632

- Maintenance requests should be placed through our Maintenance Request line 773-549-5632
- ICM will prioritize, distribute and track maintenance requests with this system.
- This tracking mechanism is beneficial to you, because it allows ICM to follow up on your request and ensure that it has been completed.
- When submitting a maintenance request it is imperative that you provide:
  1. Your address including your apartment number
  2. Day and evening phone numbers
  3. Detailed message of your maintenance request
- You can also submit your maintenance requests online through our website: [www.icmproperties.com](http://www.icmproperties.com) and clicking on the link “**Maintenance Request Form**”
- You can email maintenance requests to: [maintenance@icmproperties.com](mailto:maintenance@icmproperties.com)
- Finally, many of our buildings already have an engineer assigned to maintain them. These engineers can resolve most standard maintenance issues. To see if your building has an engineer go to our website: [www.icmproperties.com](http://www.icmproperties.com) and click on the link “**Tenant Info / Engineer List**”

### 30 DAY MAINTENANCE POLICY

- All maintenance requests made for your apartment at lease signing or move in will be processed and completed within 30 days of your lease start date.
- All requests will be completed as promised, as soon as possible.