

How to Report an Issue

At Linden Properties, we take pride in taking good care of our tenants and our homes. If you are experiencing a tenancy or maintenance issue, please let us know as soon as possible so we can take corrective action. This guide will help you in determining how to contact us to report your issue properly.

Step 1. Determine the issue type

Type	Description	Urgency	Priority
Lease	All issues related to your tenancy; lease renewals, pet requests, complaints regarding utilities sharing agreements, parking disputes, noise complaints, etc.		Standard
Appliances	Problems with household appliances provided by Linden Properties (stoves, fridges, washer/dryer, etc.)	Requires maintenance: the appliance is non-functional.	High
		Preventative maintenance: the appliance requires future maintenance but is still operating sufficiently.	Low
Electrical	The electrical system within your property and the municipal electrical supply.	Power failure: there is no power to most or all of the property.	High
		General issue: Parts of the electrical system are not working properly. For example, a failed light fixture or switch.	Low
Landscaping	The sidewalks, driveways, trees, and lawns of your property	Maintenance required: the lawn is not mowed, the sidewalks require shoveling, or a tree branch has fallen.	High
		Pest Control: Problematic insects or pests have been seen at the property.	Standard
		Other: General issues and requests.	Low
Plumbing and Heating	Hot water tanks, furnaces, toilets and sewage, water pipes.	Severe failure: A component has failed and may cause damage to the property or an unsafe condition for you. For example, a complete failure of your furnace in winter, a hot water tank that has exploded, or sewage backup.	Emergency
		Requires maintenance: a component is no longer working correctly. While the situation is urgent, there is no immediate risk to the property or tenants. For example, a hot water tank that is not producing hot water or leaking pipes.	High
		Other: General issues and requests.	Low
Small repairs/General	Issues not covered by the other categories, including roofing, gutters, doors, locks, and gates.		Standard

Step 2. Based on the priority level above, determine the appropriate times to contact us

All response times are approximations only – actual repair time may depend on contractor availability and severity of issue.

Designation	Description	Phone Reporting Hours	Online Reporting Hours
Emergency	Response within 24 hours. An emergency call is placed with our maintenance contractors. We encourage you to report this type of issue by phone.	24 hours/day 7 days/week	24 hours/day 7 days/week
High Priority	Response within 72 hours. The request is given immediate attention. Contractors are given a standard service call.	All days except holidays 8:00 am to 8:00 pm MST	
Standard Priority	A regular request that does not require immediate attention. The estimated response time for these requests is 5 business days.	Weekdays except holidays 8:00 am to 5:00 pm MST	
Low priority	There is no estimated response timeframe. The issue is dealt with as time permits.	Weekdays except holidays 8:00 am to 5:00 pm MST	

Step 3. Choose a contact method to report the issue

Issues are responded to in the same amount of time regardless of how they are reported to us.

Online	Phone
www.lindenproperties.com Click <i>Report an Issue</i> on the top navigation bar.	403-246-4351 Please contact us by phone only in the hours specified above based on the urgency of your request as defined in the issue type table.