

Please be aware that all **non-emergency** repair requests or follow-ups on repairs must be sent via your Online Tenant Portal, email, or mail to the office.

If you are submitting an **emergency** repair request:

During Business Hours: (562) 242-2452

After Hours ONLY: (562) 242-2462

All **non-emergency** repair request can be submitted by:

- Email: Admin@CoastalCities.com
- Through Your Online Tenant Portal
- Mail: Coastal Cities Property Management
5150 E Pacific Coast Hwy
2nd Floor #902
Long Beach, CA 90804

When emailing or mailing the office, **ALWAYS** include:

- Address of the property in the subject line of your email
- Contact name
- Cell number
- Detailed Description of the Maintenance problem(s)
- Give “Okay to Enter Property” statement in your correspondence – Gets the job done faster.

IMPORTANT: Please refer to your Tenant Handbook “Maintenance Issues” **BEFORE** contacting our office for any repair or maintenance issue(s). Pay special attention to the “Landlord vs. Resident’s Responsibilities” section.

WARNING:

1. If you or a person **18 years of age or older** cannot make your service appointment, a 24-hour emailed notice is required or you will be charged **\$85.00** for the service call.
2. If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. If you call the Emergency Line for a Non-Emergency and contractors/service representatives are dispatched to your home because of this call, you will be charged a **\$100 fee**. Do not call in an emergency repair/maintenance request unless it is truly an emergency.
3. If plumbing gets clogged due to items dropped in the toilet or any drain (toys, brushes, diapers, napkins, any personal items), clogged or misused garbage disposal, the cost of the plumber and any Coastal Cities Property Management administrative fees will be the tenant’s responsibility (**minimum \$150**). This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Unless the contractor can prove it was not caused by you (i.e. roots in system, pipe collapsed, septic tank backup), we assume the problem was caused by the residents of the property, not by a defect of the property. Clogged plumbing is often the tenant’s responsibility but will be reviewed on a case by case basis.
4. If you are scheduled with the contractor/service representative after normal business hours, **you will pay any afterhours premium charges**. Our contractors work normal business hours and are only available after hours for true emergencies.