



MAINTENANCE HELPFUL TIPS

Placing a Service Call

To submit a Maintenance Request, contact **(321) 779-9785 or (321) 613-3810**. These lines are available to you 24 hours a day for all of your routine and emergency service requests.

Please note response times are as follows:

Emergencies – 1 hour

Urgent – 4 hours

Routine – 72 Business hours to respond and 5 Business days to complete

Tracking a Service Call

To receive the status of your service call, please contact the Leasing Office during normal business hours at (321) 779-9785 or (321) 613-3810.

Permission To Enter

The maintenance service will ask if we have permission to enter. If you say yes, we will respond to your service request in accordance to the above response times. The only time we will not enter your home is when there is a child under the age of 18 without adult supervision or if your pet is not secure.

If you do not give us permission to enter, we will still respond in accordance to the above response times, however, if you are not home we will not be able to complete your service request. We will be happy to contact you, at your request as long as you provide us with your contact information when placing your service call.

Light Bulbs

Our maintenance staff will provide you with light bulbs for all florescent lighting, specialty appliance lighting and for the high fixtures in the living rooms. Simply call the above phone numbers and place a work order and we will send a technician to your home to install the light bulbs.

AC Filters

Our filters are rated for 90 day use and will be changed out by our maintenance technician during the home's quarterly maintenance. You will not need to change the filters in between quarterly maintenance appointments. If you believe that your filter needs to be checked or changed before your quarterly maintenance appointment simply contact the maintenance request line and place a work order and we will send a technician to your home to inspect the filter and change it out if needed.



Pest Control

Patrick Family Housing offers this service for our residents. Stark Pest Control will perform exterior preventive pest control treatments to all of the housing areas in our community.

You may request interior treatments as needed, however this service is only provided on Wednesdays.

Please call either Leasing Office at (321) 779-9785 or (321) 613-3810 to request pest control service.

Please see below for your Preventive Pest Control service schedule:

FEB / JUN / OCT

Comanche Trail
Marlin Cove
Mermaid Cove
Cree Trail
Hopi Trail
Porpoise Cove
Breakers Lane
Stormy Lane
Scrub Jay Run
Flicker Circle

MAR / JUL / NOV

Iroquois Trail
Pequot Trail
Sandollar Cove
Sequoia Trail
Bear Run
Panther Run
Coyote Run
Cougar Run
Alligator Run
Harrier Avenue
Laughing Gull Lane

APR / AUG / DEC

Sea Mist Cove
Shoshoni Trail
Starfish Cove
Ute Trail
Surfside Cove
Dusky Run
Parrot Run
Jaguar Run
Merlin Avenue
Shrike Drive

MAY / SEPT / JAN

Riverside Trail
Angel Fish Cove
Arapaho Trail
Bonita Cove
Cherokee Trail
Chickasaw Trail
Coquina Cove
Choctaw Trail
Thunder Lane
Reef Court
Dowitcher Drive

Trash, Recycle, and Bulk Pick Up

South Housing (Pelican Coast)

Monday – Recyclables* and Yard Waste (must break down and place into the bin with a yellow top)

Tuesday and Friday – Trash

Thursday – Bulk

Bulk Items – (i.e. old furniture, appliances, etc.)

River's Edge, Oceanside and Reef Court Housing (On Base)

Monday – Recyclables and Yard Waste (must break down and place into your large green trash bins) **Tuesday and Friday** – Trash

Thursday – Bulk

***(cardboard boxes do not go out with the recyclables; these should be put out on Tuesday or Friday with your regular trash for bulk pickup.)**