



OWNER MAINTENANCE REQUEST

La Perla Property Management

PREFERRED REPORTING METHOD: APPFOLIO OWNER PORTAL

Owners should submit maintenance requests through the AppFolio Owner Portal whenever possible. This form is provided as an alternate method when the portal is unavailable or cannot be used.

EMERGENCIES - DO NOT USE THIS FORM OR APPFOLIO

For a life-safety emergency or fire, call 911 first. For an active property-threatening issue:

Office (regular hours): 949.668.0800 | After-hours emergency line: 949.361.6330

1. OWNER & PROPERTY INFORMATION

Owner Name

Community / Association

Property Address / Unit

Best Phone Number

Email Address

Date of Request

Preferred Contact Method

☐ Phone ☐ Email ☐ AppFolio

2. MAINTENANCE ISSUE

Type of Issue (select all that apply)

- | | | |
|---|--|--|
| ☐ Plumbing / Leak | ☐ Electrical / Lighting | ☐ Gate / Access |
| ☐ Roof / Exterior | ☐ Common Area | ☐ Irrigation |
| ☐ Tree / Landscape | ☐ Pest / Wildlife | ☐ Other |

Exact Location of Issue

Describe the maintenance issue in detail

When did you first notice the issue?

Is the issue recurring? ☐ Yes ☐ No

Has this issue been reported previously? ☐ Yes ☐ No

If yes, prior request/work order #:



3. ACCESS & SCHEDULING

Does the issue require access to your unit or exclusive-use area?

☐ Yes ☐ No ☐ Unsure

Permission to provide your contact information to an assigned vendor for scheduling?

☐ Yes ☐ No

Preferred Days / Times for Access

Gate / Entry Instructions (if applicable)

Additional access notes, pets, alarms, or special instructions

4. SUPPORTING INFORMATION

Photos or supporting documents can help management and vendors evaluate the issue.

If submitting this PDF by email, attach photos/videos to the same email whenever possible.

Have photos or supporting documents been included?

☐ Yes ☐ No

Anything else management should know?

5. OWNER ACKNOWLEDGMENT & SUBMISSION

I understand that the AppFolio Owner Portal is La Perla Property Management's preferred method for reporting maintenance requests and receiving updates. I understand that this form is not monitored as an emergency service, and that emergency conditions must be reported using the emergency contact information above.

I understand that submission of a maintenance request does not guarantee immediate vendor dispatch or approval. Certain work may require inspection, proposal review, Board approval, or confirmation of HOA responsibility.

Owner / Requestor Name

Date

HOW TO SUBMIT THIS FORM

Preferred: Submit your request through the AppFolio Owner Portal.

Alternate: Save this completed PDF and email it, with any supporting photos, to:

customerservice@laperlapm.org

(click to open your email application)