

Maintenance Approval Guidelines

How repair approvals, reserves, and maintenance decisions are handled

Owner Note: This guide is designed for property owners using AC Management services and should be posted in the Owner Welcome Hub for quick reference.

Purpose

These guidelines explain how AC Management & Guardian Maintenance routes routine, urgent, and emergency maintenance requests for owner approval and documentation. The goal is to protect the property, reduce delays, and keep repair decisions clear.

Approval Categories

Category	Typical Handling	Owner Action
Routine maintenance	Logged, reviewed, and quoted or assigned based on urgency and scope.	Approval may be requested if cost exceeds the property approval threshold.
Urgent maintenance	Prioritized when delay may cause additional damage, tenant hardship, or operational disruption.	Respond as quickly as possible when approval is requested.
Emergency maintenance	Handled immediately when there is risk to life, safety, habitability, major property damage, flooding, electrical danger, HVAC emergencies, or security concerns.	ACM may act first to protect the property and then provide documentation.
Owner-requested upgrades	Separated from routine repairs and handled as improvement work.	Owner approval is required before work begins.

Standard Approval Workflow

1. Tenant or ACM identifies a maintenance issue.
2. ACM or Guardian Maintenance documents the issue in the management system and requests photos or details when needed.
3. ACM determines whether the issue is routine, urgent, or emergency.
4. If required, ACM obtains vendor pricing or a work estimate.
5. Owner approval is requested when the repair exceeds the agreed approval limit or falls outside routine authority.
6. Once approved, ACM or Guardian Maintenance schedules the vendor, tracks completion, and records supporting documentation.

Owner Approval Expectations

- Respond to approval requests promptly to avoid tenant dissatisfaction or additional damage.
- Do not negotiate separately with tenants about repairs unless ACM/Guardian Maintenance instructs you to do so.

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- If a reserve or contribution is required, fund it quickly so work is not delayed.
- Emergency work may be authorized immediately when necessary to protect people, property, or legal compliance.

Documentation Standards

- Work order or request record
- Vendor invoice or estimate
- Photos when available
- Approval notes or owner written approval
- Completion confirmation

Important: For questions, contact AC Management at 726-213-5360 or visit www.theacmanagement.com. This document is a general owner resource and does not replace your signed property management agreement, lease documents, or applicable law.