



Maintenance Request Instructions



Riverside Offers 2 Options for Maintenance Requests:

1. **24/7 Live Maintenance Hotline**
2. **Tenant Portal**

*Note: Riverside **does not** except maintenance requests placed over phone, in person with a tech or manager, or via email*

IF YOUR EMERGENCY IS FIRE, GAS, SMOKE, OR CARBON DIOXIDE RELATED PLEASE CONTACT 911


Maintenance Hotline

847-996-3200 Press Option 2

1. 24/7 Live Maintenance Hotline

- ✓ **Information to have ready before call:**
 - Building Address
 - Unit Number
 - Name of Leaseholder
 - Detailed description of Maintenance Request
- ✓ **Call number** listed above and press **Option 2**
- ✓ You will reach a **live customer service rep** that will go through your request with you
- ✓ Please note your **Work Order number**
- ✓ **Complete**

2. Tenant Portal

- ✓ **Log into your Tenant Portal** 
- ✓ Click **“New Service Request”**
- ✓ Fill in **“Description”** (please be as detailed as possible)
- ✓ Confirm your **email address**
- ✓ **Upload** any **photos or documents** you may have
- ✓ **Click “Save”**
- ✓ Please note your **Work Order number**
- ✓ **Complete**

NOTE: Any follow up questions, ETA's, or request for changes of service dates please email to:
info@riverside-mgmt.com