



MAINTENANCE INFORMATION

All maintenance requests can be made in the following ways:

1. Tenant Portal: Click here to log in to your tenant portal. Then click on “Maintenance” tab to submit request.
2. Phone: Please call 860-525-4454 and leave a detailed message with our representatives.
3. All emergency requests **must be called in** by phone on our maintenance line **860-525-4454**. Residents can also follow up by submitting a request on the online portal. This ensures that repairs are tracked and responded accurately. Emergency requests are attended to with priority and up to 24 hours after submission.

Maintenance Notes:

- When submitting a maintenance request, please make sure to provide the following:
 1. Your address, including your apartment number
 2. Your cell phone number
 3. A detailed message regarding your maintenance request
- Rego Realty will prioritize, schedule, and track all maintenance requests.
- Text messages may not be reviewed immediately and considered a tool for supplemental information as well as a tool of communication. Text messages are not recognized as method to submit maintenance requests and to ensure that your maintenance needs are met promptly, please use the designated maintenance phone line and/or your Resident Portal.