

Steps to Take if There is Damage to Your Home

Please notify Invitation Homes Property Management Team immediately (or as soon as possible given the nature of the event) for all emergencies.

It is your responsibility to take the following steps:

1. Report emergencies, such as fire, downed electrical lines, broken gas lines, etc. to 911.
2. Immediately report any flooding, downed trees or damage to the home to Invitation Homes maintenance number: **888-330-4969**
 - a. A technician will call you back to determine next steps for any repairs.
3. Provide access for insurance, recovery contractors, etc. to assess and repair damage
4. Note that the pool chemical balance may be negatively impacted by high levels of rain. This will not be addressed as an emergency. The pool service vendor will make any adjustments during regularly scheduled visits.
5. Notify your renter's insurance carrier as required by your policy terms.
6. Notify your Invitation Homes Property Management Team of delays, "no show" appointments and problems with repairs.

Response and Repairs

Repairs will begin as quickly as possible given the nature of the event. The length of time needed to perform the repairs will depend on the severity of the damage to your home and the surrounding community. Please remember that work is performed during normal daytime business hours, Monday through Friday and may require several days to complete. The repair company will set a time with you to work on the house.

Depending on the repair, the property manager may want to make a final inspection of completed work. If there is a delay, please contact the office. Sometimes the repair company is not prompt in their scheduling or completion of work. Your help is vital to this process.

