**Maintenance Requests Protocol**

**Hello, Park Glen Condominium,**

,

**Effective, Friday March 1 2024, all requests for maintenance must be submitted through the Gordon James Realty online portal.** Please see the following steps for submitting your request:

**Step 1:** Log in to the portal using the URL provided below:

**URL**: https://portal.tmcrealty.com/

**Enter Username:** Your email address

**Enter Password:** The password you selected

**Step 2**: Navigate to the "Help Tickets" tab on the main bar.

**Step 3**: Locate the "NEW" tab on the right-hand side of the page.

**Step 4**: Submit your maintenance request. Please ensure that you provide a detailed description of the issue, and include any pictures if necessary.

**Requests will be initially routed to Gordon James Realty, who will then forward them to the on-site Management team. However, Emergencies will be promptly addressed by the GJR team. *Help Tickets and email requests are monitored exclusively during regular business hours, Monday to Friday, from 9 am to 5 pm.***

***After-hour emergencies must be directed to the GJR after-hour team at (202) 683-6165.***

**Please note**: The portal is accessible solely to unit owners. Renters must submit requests via email at [office@parkglencondo.com](mailto:office@parkglencondo.com) or [support@gordonjamesrealty.com](mailto:support@gordonjamesrealty.com)

Requests from renters can also be submitted via telephone at (703)931-6207.

Thank you,

Management, Park Glen Condominium