

1 How to Submit a Routine Work Order

1

Submit Online

Log in to your resident portal and submit a work order describing the issue. Include photos when possible.

2

We Assign a Vendor

Wellspring assigns a qualified vendor within one business day of your request.

3


Vendor Schedules

The vendor calls you directly to set up a convenient day and time for the visit.

4

Issue Resolved

The vendor completes the repair and the work order is closed out in your portal.

 **Want to try it yourself first?** Visit [ridgecrestpropertymanagement.com/diy-maintenance](https://www.ridgecrestpropertymanagement.com/diy-maintenance) for step-by-step DIY videos covering many common minor maintenance issues.

Emergency during normal business hours? Call us right away at 760-371-4282, Option 9, and submit a work order in your portal so we have a record. After-hours emergencies follow the steps below.

2 What to Do in an After-Hours Emergency



Life-threatening first. For any fire, call **911** immediately. If you smell gas, leave the unit, then call **911** and your gas utility. If a carbon monoxide alarm sounds, get everyone outside and call **911**. Make these calls before contacting our office.



Call the office right away and choose:

760-371-4282

OPTION 9

If we do not answer: Leave a message and we will return your call as soon as possible. For a true emergency, you also have our permission to call the appropriate approved vendor for your region directly, using the contact list on page 2, so the issue can be handled without delay. Please still submit a work order in your portal so we have a record.

Once it is scheduled: Call us back to let us know you reached a vendor and the visit is set up.

If the vendor requires payment: They may send the bill to Chrissy@WellspringPM.com, or you may pay it yourself and submit the paid invoice to us for reimbursement.

Please note: If the issue turns out not to be a true emergency, you may be billed for the service call.

3 What Counts as an Emergency?

A maintenance **emergency** is a property malfunction that causes further damage to the property or poses an immediate threat to safe living conditions. If the situation can reasonably wait for normal business hours, please submit a standard work order instead.

Your responsibility: Residents are expected to make reasonable efforts to mitigate damage to the property and keep themselves safe while service is arranged. The self-help steps on page 3 walk you through what to do for the most common situations.

4 Emergency Examples by Trade

⚡ Electrical

- ▶ Sparking outlet, switch, or panel
- ▶ Burning smell from wiring or outlets
- ▶ Exposed or arcing wires
- ▶ Total loss of power to the unit (after checking the breaker and confirming it is not a utility outage)
- ▶ Smoke from any electrical source

⬇ HVAC (Heating & Air)

- ▶ No heat when the indoor temperature is under 50°F
- ▶ No cooling when the indoor temperature is over 90°F, especially for elderly, infants, or medically fragile residents
- ▶ Unit producing smoke or a burning odor
- ▶ Furnace shutting down repeatedly in cold weather

💧 Plumbing

- ▶ Burst pipe or active flooding
- ▶ Sewage backing up into the home
- ▶ No running water to the entire unit
- ▶ Clogged or overflowing toilet in a one-bedroom or single-toilet unit
- ▶ Water heater leaking heavily

Not an emergency (please submit a standard work order)

A single slow or clogged drain when another is available, a dripping faucet or running toilet, minor heating or cooling concerns in mild weather, one appliance not working, a single burned-out light, or a lockout. For a clogged toilet in a single-toilet unit, residents are expected to plunge first and may be responsible for emergency service fees.

5 Approved Emergency Vendors

📍 Northern California

Serving Stockton, Manteca, Modesto, Tracy & surrounding areas

ELECTRICIAN

Goose Electric
510-274-3521

HVAC

Mears Heating and Air
209-361-8280

PLUMBER

Simplexx Plumbing
209-495-5087

Knights Plumbing
209-466-1717

📍 Southern California

Serving Ridgcrest & Inyokern

ELECTRICIAN

Positively Electric
661-974-6449

HVAC

Josh Mogle
760-382-1850

PLUMBER

IWV Plumbing
760-301-433

Genesis Plumbing
760-614-5985



Before calling a vendor directly, always try the office first at **760-371-4282, Option 9**. Only call a vendor on your own if you cannot reach us and the situation is a true emergency.

6 Resident Self-Help Steps

Water & Plumbing

Toilet starting to overflow

As **soon** as you notice the toilet is not flushing properly, turn **off the water valve at the base of the toilet** as quickly as possible. Clean up any overflow and plunge the toilet to clear the stoppage before turning the water back on.

Burst pipe or active leak from an unknown source

Shut off the **water main** to the home (see page 4), call Wellspring immediately, then dry the area if it is safe to do so.

Major flooding


If water is affecting more than one level or a large area of flooring, or is coming from a serious toilet overflow or heavy rainfall, and it looks like it could cause damage or unsafe conditions, contact Wellspring immediately, then make efforts to mitigate damage if it is safe.

Minor, controllable leak (pipe, toilet, or appliance)

Shut off the water supply at the fixture or appliance (the knob or lever located right at it), clean and dry the area thoroughly, then submit a service request.

Garbage disposal jam

Never put grease, starchy items, shellfish, or egg shells down the disposal. Clearing clogs and jams is the resident's responsibility. If you hear a humming sound, press the **reset** button on the disposal itself. If that does not work, unplug the unit and use the provided wrench in the bolt at the bottom center, turning slowly in each direction to free the motor, then remove any debris, plug it back in, and resume use.

 **Never put your hand in a garbage disposal that is plugged in.**

Electrical

Appliance, outlet, or part of the home has no power

Check your **breaker or fuse box first**. Breakers are not always obviously tripped, so find the breaker for the affected area, flip it fully to **OFF**, then back **ON**. If that does not fix it, find the **GFCI outlets** in the kitchen and bathrooms and press **reset**. If it is still not resolved, submit a service request.

No electricity or gas at all

Before contacting us, call your local utility company to confirm payment has been received and ask whether there is a neighborhood outage.

Gas Leak or Odor

Call your local utility company immediately. Do **not** light any flames until the utility company has cleared the area. If you feel unsafe, leave the unit and call **911**.

7 Find These Now, Before You Need Them

Take a few minutes to locate each item below and write it down. In an emergency, knowing exactly where these are can save your home from serious damage.

 Fire extinguisher location

 Breaker / fuse box location

 Water main shutoff location


How to Shut Off Your Water Main

House shutoff

This is usually located where the cold water pipe enters the home. The valve will be **outside in warm climates and inside in cold climates**. In some cases it sits on the pipe right before the water heater and may have a red handle. To turn it off, rotate the handle **clockwise**.

Property shutoff (includes sprinklers and hose bibbs)

Look for the main valve just on the house side of your water meter. This is normally out by the street, often in a concrete box just below ground level. Once you find the valve handle, turn it **clockwise until it stops**.

 **Remember:** after stopping the immediate problem, call us at **760-371-4282, Option 9** and submit a work order so we can complete the repair and keep a record.