

# CUSTOMER CARE REQUEST FORM



510 W. Citrus Edge Street - Glendora, CA 91740 - (626) 914-1943 ph / (626) 608-2619 fax

**NOTE: Prior to submitting a Customer Care Request Form, please consult the Homeowners Manual and Home Maintenance guide books provided to you at your initial walk-thru. Many items have a simple remedy that these guides can help you with. If you are unsuccessful finding the remedy or feel your issue requires service please complete this form and submit it to the Crestwood Customer Care Team.**

Date: \_\_\_/\_\_\_/\_\_\_ Homeowners Name : \_\_\_\_\_

Address: \_\_\_\_\_

Lot # : \_\_\_\_\_ Community: \_\_\_\_\_ COE Date: \_\_\_/\_\_\_/\_\_\_

Home Phone # (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Cell Phone # (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email : \_\_\_\_\_

**PLEASE DETAIL IN THE AREA BELOW THE NATURE AND AREA OF THE ITEM(S) REQUIRING SERVICE**

FOR OFFICE USE ONLY				
DATE COMPLETED	TRADE	ITEM #	ITEMS REQUIRING SERVICE	HOMEOWNER APPROVAL
		1		
		2		
		3		
		4		
		5		

*For additional items please print an additional form - one (1) item per line/box.*

**CUSTOMER CARE APPOINTMENTS WILL BE SCHEDULED MONDAY - FRIDAY / 7:30A.M. to 3:30P.M.**

### CUSTOMER CARE REQUEST SUBMISSION

US MAIL: Crestwood c/o Customer Care 510 W. Citrus Edge St., Glendora, CA 91740

FAX: (626) 608-2619

EMAIL: [customercare@crestwoodcommunities.com](mailto:customercare@crestwoodcommunities.com)

**If you have any questions please call our Customer Care Department at (626) 914-1943**

***In order to attend to the customer care requests from homeowners in a systematic/orderly manner, this form MUST be submitted. Verbal messages, telephoned requests or notation on anything other than this form will not be recognized or processed. This process helps in keeping accurate records for scheduling and completion of work.***

THE ABOVE ITEMS HAVE BEEN COMPLETED TO MY SATISFACTION

Name: \_\_\_\_\_ Signature X \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_