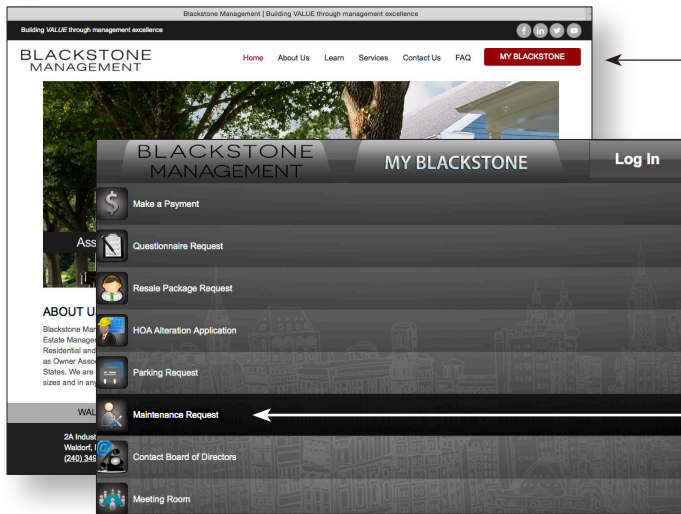


MAINTENANCE REQUESTS



1. Go to www.blackstoneAM.com (or open the Blackstone Smartphone app)

2. Click "My Blackstone"

3. Click or tap "Maintenance Request"

4. Complete the Maintenance Request Form.

Tell us your cell phone carrier to receive text messages about your request. You will receive a text message when your maintenance appointment has been scheduled as well as a reminder 24 hours before your appointment.

Submit photos, if available.

A screenshot of the 'Maintenance Request Form'. The form includes fields for: Name of Property (dropdown), First Name, Last Name, Address 1, Address 2, City, State (dropdown), Zip Code, Phone, Cell Phone Carrier (dropdown), Email, Type of Work Needed, and Description of Work Needed. Below these fields is an 'Attach File(s) (If Possible)' section with a 'Choose File' button and 'no file selected' text. At the bottom, there is a 'NOTE' checkbox which is circled in red. The text next to the checkbox reads: 'By submitting this request you give permission for a Blackstone representative and/or contractor to enter your unit/apartment'. Below the note is a 'Contact Opt Out' checkbox and a paragraph of text: 'Once your maintenance appointment has been scheduled, you will receive a email / text reminder 24 hours beforehand. If you would like to opt out of these reminders please uncheck the contact box.' At the very bottom are 'Cancel' and 'Submit Request' buttons.

IMPORTANT: You MUST click the "NOTE" checkbox, even if the information is not applicable to your request.

MAINTENANCE REQUESTS

page 2

5. Look for an email from Blackstone Management containing a link to the progress of your request.

From: Blackstone Management [mailto:moreply@blackstoneam.com]
 Sent: Tuesday, July 28, 2015 2:42 PM
 To: Brooke Renter
 Subject: Maintenance Request Completed - Request ID #258

Your maintenance request has been completed.

Request ID#: 258
 Date submitted: 06/19/2015

Please use the link below to check progress on the request.
<https://www.myblackstoneam.com/MaintenanceRequestStatus.aspx?ID=4xf+Dn+7/Oruf1qHxW4IQ==>

Thank you,
 The Blackstone Management Team

VIRTUAL DESK - BLACKSTONE

Maintenance Request Detail

Project: Enclave at Seven Oaks Condo

Name: [Redacted]

Address: [Redacted] aliba way

City: odenton

State: MD

Zip Code: 20013

Phone: 833- [Redacted]

Email: [Redacted]

Type of Work Needed: Raining water leakage from Roof

Date: 06/19/2015

Description of Work Needed:
 1) Raining water leakage from Roof - Need to fix the roof
 2) Need Paint the Garage door from outside

MaintenanceRequest Notes & Actions

Date	Name	Action	Notes
7/13/2015 9:53:04 AM	[W and H maintenance]	Closed	repaired roof, repaired inside damage Chargeback amount changed to \$0.00
6/24/2015 12:27:34 PM	[W and H maintenance]	In Progress	went out and inspected roof leak. roof is missing shingles at top of roof peak(As we listed during our roof inspection), did damage to inside of house(areas that were affected- master closet, wall and ceiling, master bath, ceiling and master bedroom ceiling.) Installed a tarp on roof to protect from rain until bid gets approved. Please see attached pictures Chargeback amount changed to \$0.00
6/24/2015 10:00:42 AM	[Forrest Baggarty]	In Progress	Owner asked if we can fix the paint that was damaged, we are able to fix only the paint from the leak Chargeback amount changed to \$0.00
6/23/2015 6:02:47 PM	[W and H maintenance]	In Progress	Spoke to Mr. [Redacted] who gave me the tenants info- Ms. [Redacted] meeting with her tomorrow morning. Will call when we are on our way.
6/23/2015 2:38:01 PM	[W and H maintenance]	In Progress	Called twice today and left a message that we were trying to schedule appointment for tomorrow, haven't heard back Chargeback amount changed to \$0

Chargeback Amount: 0.00

Status: Closed

Attached Files:
 MaintenanceRequest258_10258a.jpg
 MaintenanceRequest258_10258b.jpg
 MaintenanceRequest258_10258c.jpg
 MaintenanceRequest258_10258d.jpg
 MaintenanceRequest258_10258e.jpg
 MaintenanceRequest258_10258f.jpg
 MaintenanceRequest258_10258g.jpg

6. The emailed link will bring you to the activity log associated with your maintenance request. You will receive an email each time the activity log is updated, giving you “behind the scenes” progress on your request.