



Submitting Maintenance Requests

Submit Your Request By:

- Calling 855.676.1680
- Logging on to your Resident Portal

Telephone Requests

Dial 855.676.1680. Should you wish to share a video of your maintenance issue please download the BlueJeans application

BlueJeans Application

Share a video of your maintenance issue so our maintenance team can walk you through simple solutions and/or gather vital information prior to visiting.

How it works:

1. Download the BlueJeans Application
2. Ensure your phone is connected to your home internet connection via a wireless router.
3. Follow the Customer Service Representative's instructions.

Online Requests

Submit online maintenance request via the Resident Portal.

How it works:

1. Login at www.triconamericanhomes.com/currentresident/.
2. Be specific when describing the problem.
3. Include the best number for us to reach you.
4. Refer to your Resident Guide for additional details.

A screenshot of the "Maintenance Request" form in the Resident Portal. The form has two tabs: "Submit Maintenance Request" (active) and "Request History". Below the tabs is a light blue banner with the text "FOR ALL MAINTENANCE EMERGENCIES, PLEASE DIAL 1-855-676-1680". The form fields include: "Priority*" (dropdown menu), "Category*" (dropdown menu), "Sub Category" (dropdown menu), "Location" (dropdown menu), "Full Description*" (text area with a "1499 characters remaining" indicator), "Access Instructions" (text area), "Permission to Enter*" (dropdown menu with "No" selected), and "Attachment" (file upload button labeled "Choose File" and "No file chosen"). A green "Submit" button is at the bottom right.

For assistance, please contact us at 855.676.1680.