HAMDA
REAL ESTATE L.L.C SP

MAINTENANCE REQUEST

01

Tenant Identifies an Issue and notifies the **WATCHMAN**





02

Watchman **Decision Point 1:** Is the issue an immediate risk to safety, property or essential services?

If **YES:**
Proceed to **Decision Point 2.**

If **NO** (it is a Non-Emergency):
Action: Submit the request via standard channels (Email, QR Form, or Office WhatsApp during business hours).

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03

Watchman **Decision Point 2:** (For issues identified as an immediate risk) Can it wait until regular business hours **(9 AM - 7 PM)** without significant impact or danger?

If **NO**
(it's an Urgent Emergency):
Action: Contact the Duty Technician via **050 55 66 000** Immediately.

If **YES**
(it's a Non-Urgent Emergency):
Action: Submit the request via standard channels

