



Meet MERV.

MAINTENANCE · EVALUATION · REPAIR · VETERAN

Thirty years of maintenance know-how, awake 24/7 — the fastest way to get things fixed in your home.

1

Tell MERV what's wrong

On our website, any hour: homesbyanchorpoint.com/tenants/maintenance-helper. Plain questions, no forms-maze — and photos help MERV help you faster.

2

Try the two-minute fix

MERV knows the quick checks that solve many problems on the spot — a tripped breaker, a flipped GFCI outlet, a clogged filter — and walks you through them safely, step by step.

3

The right tech, prepared

Still broken? Your request arrives pre-sorted, with everything the technician needs to come ready. **Fewer repeat visits, faster fixes** — and you follow every step in your Resident Portal. Don't have portal access yet? Set it up at homesbyanchorpoint.com/tenants.

Emergencies skip MERV.

Danger to life or safety → call **911** first. If you smell gas, leave the home, then call the gas company and 911. Active flooding, no heat in freezing weather, sewage backup, no water, an electrical hazard → call **757-206-2611**, answered day and night.