

Scheduling a Service Call through Housecall Pro

- You do not need an account.
- Go to our website, mbcspi.com, and select “Current Tenants,” then “Schedule a Service Call.”
- Follow the on-screen instructions. Make sure you select “1” for the quantity.
- Two time slots are available per workday, 8am-12pm or 12:30pm-4:30pm. Fridays only have the option of 8am-12pm. If you do not see an available time slot, then the schedule for that day is full.
- Housecall Pro will send an automatic text message from a number ending in 4059. You must reply by text to this number granting us permission to enter, otherwise we will not enter. You can also text to cancel if needed. This number cannot accept calls. Do not text the Housecall Pro number to schedule a service call. Instead, schedule through our website.
- If you have any questions, text me during normal business hours M-F 8am-5pm at (217) 622-0753.
- Emergency maintenance is considered to be a broken air conditioner or furnace when it is uncomfortably hot or cold outside, a flooded basement, a major leak, or a broken refrigerator. For emergency maintenance, call the answering service at (217) 525-5777. Requests such as a broken dishwasher, washer, or dryer, a clogged toilet, or a broken air conditioner or furnace while it's 60-70 degrees outside are not considered emergencies, and they should be requested through our website.