



PREFERRED CORPORATE HOUSING
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Your Permanent Solution to Temporary Housing Nationwide!

COVID-19 ESSENTIAL MAINTENANCE REFERENCE LIST

As our current procedures continue to evolve in response to Covid-19, we wanted to take the time to clarify what we consider to be **essential and non-essential maintenance requests**. While we are attempting to reduce the number of apartments that onsite maintenance teams are entering for their protection and yours, we must still make sure that you are taken care of and there are no maintenance issues that may lead to further damage or inconvenience. Therefore, please continue to contact your PCH Account Manager for any requests and we will coordinate with the onsite teams to take care of you.

Examples of Essential (Emergency) Requests:

- Loss of heat (temperature outside below 50 degrees)
- Loss of air (temperature outside above 80 degrees)
- No hot water or water
- Any water leak that could result in property damage
- No electricity (if not a power outage)
- Toilet leaking
- Toilet not working (if only one toilet)
- Refrigerator not working
- Oven not working
- Lock out after hours
- Front door not locking
- All stove burners not working
- Door hardware inoperable
- Smoke Detector Malfunction

If you have a maintenance concern which is not considered essential at this time, please feel free to contact the your PCH Account Manager as well. We may be able to talk you through a repair and/or provide needed materials (light bulbs, 9 volt batteries, etc.) to your front door so that you may address the concern on your own. If you are unable to complete a repair, our team will contact you to discuss. For your reference, below is a list of potential maintenance concerns which are not considered essential at this time:

Examples of Non Essential Requests:

- Stove top burner is not working when there is another burner that is
- Light Bulb replacement (we can leave light bulb at door)
- Toilet clogged (we can leave plunger at door)
- Minor appliance repairs, when appliance is working
- Shower or sink clogged and you have a second bathroom (we can provide drain clog remover and teach)
- Fireplace not working
- Blinds broken
- Garbage Disposal Stuck