

Preferred Property Management, LLC  
P.O. Box 2162  
Parker, CO 80134-2162  
720-842-1833 Office/720-851-8971 Fax



PREFERRED  
PROPERTY  
MANAGEMENT

## Maintenance Request Procedures

If you are a resident in a Preferred Property Management, LLC, property, we want to make sure your home is maintained and that maintenance emergencies are dealt with quickly. To help us do this, please follow our guidelines below. If a maintenance request IS an EMERGENCY, please complete and return our Maintenance Request Form, then personally contact our office by telephone at (720) 271-1815 to indicate you are filing an emergency request. If you require maintenance that is not an emergency, please complete the Form and we will process it as soon as possible.

You are responsible for stopping further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Preferred Property Management will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make. Some examples of maintenance you are expected to do at your own expense:

- Replace light bulbs
- Torn or damaged Screens
- Replace heat/ac filters Every Month
- Treat for fire ants and other lawn pests
- Replace batteries in smoke detectors annually (let Preferred Property Management know if smoke detector does not work)
- Circuit Breakers or hot water heaters

The following are some guidelines as to what constitutes a maintenance emergency. Remember that an emergency is anything relating to the property under the lease that is threatening to life, health or the property and cannot wait until the next business day for repair. Preferred Property Management, LLC, retains the right to determine the status of maintenance requests.

Those situations which are not an emergency should be explained using our Maintenance Request Form, in writing and either mailed, hand-delivered, emailed, or faxed to us at (720) 851-8971.

**Fire:** Call the fire department at once.

**A/C Repair:** Open the windows and turn on a fan. Contact the office for a routine maintenance request.

**Clogged Toilet:** This may be considered an emergency ONLY if there is only one toilet in the unit AND you have made every effort, including plunging, to clear the stoppage yourself. In any case, turn off the valve behind the toilet, shut the lid and clean up any mess.

**Broken Pipe:** Turn off the water valve to the broken pipe or to the exterior water main, if you can locate it, until a contractor arrives. Do everything within your power to contain any leaking or flooding and, if necessary, contact other residents who may be affected by the leak. No

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**Hot Water:** This may be considered an emergency ONLY if there has been no hot water for an extended period of time. Contact Excel Energy Company at (800) 895-4999 to have the pilot light checked, prior to calling in an emergency maintenance request.

**Heater Repair:** This may be considered an emergency ONLY if the outside temperature is falling below 50 degrees. In the case of electric heat check all fuses or circuit breakers, Contact Excel Energy Company at (800) 895-4999 to have the pilot light checked, prior to calling in an emergency maintenance request.

**Gas Odor:** (Important note - natural gas has the unmistakable odor of rotten eggs.) If you suspect an appliance is leaking gas, turn off the appliance and turn off the gas supply to that appliance (you should be able to find a shut-off handle somewhere on the supply line). If you smell gas (a rotten egg smell) contact Excel Gas Company at (800) 895-4999 immediately to report the problem. CALL FIRE DEPARTMENT IF NECESSARY.

**No Electricity:** This may be considered an emergency ONLY if there is no electricity throughout the unit and/or neighborhood AND

1. The Resident has called IREA or Public Service at (800) 992-9540 outage line and IREA is not at fault;
2. After Resident has checked all circuit breakers by flipping them hard to the OFF position and then hard to the ON position and has reset any and all GFI breakers. (These are the little buttons sometimes found on outlets in bathrooms, kitchens, laundry rooms, and garages) OR any fuses have been checked and replaced if burned out. Partial outages do not constitute an emergency. If a wall switch or outlet begins to smoke or smell like it is burning, turn off the switch or unplug items from the outlet and turn off the circuit breaker or remove the fuse.

**Broken Doorknob, Lock, or Window:** This may constitute an emergency ONLY IF IT PREVENTS THE RESIDENT FROM PROPERLY SECURING THE UNIT. If temporary measures can be taken until normal business hours, residents should wait until the next business day to contact management.

**Lock-Outs:** Management is NOT responsible for Residents who have locked themselves out of the unit. It is the Resident's responsibility to contact a locksmith to gain entry. THE LOCK MAY NOT BE CHANGED unless absolutely necessary - and it is the Resident's responsibility to ensure that if a new lock is required, that Preferred Property Management, LLC, is given the new key for safety and security reasons. A duplicate key may be obtained, at no charge, through Preferred Property Management, LLC, during regular business hours.

The above issues are the basic calls, which MAY constitute an emergency. If you have a situation other than these which seems immediately hazardous, damaging or detrimental, please fill out our Maintenance Request Form, then call our office and ask for.



The following maintenance issues are **NOT** generally considered emergencies:

- Refrigerator not working. Preferred Property Management, LLC, is not liable for loss of food caused by appliance breakdown.
- Oven not working
- Lock-outs
- Pest control

**Missed Appointments, Neglect and Unnecessary Service Calls:** The resident is responsible for the payment of any invoice for which a repair was made for damage, etc., caused by their misuse or neglect. The resident is also responsible for the payment of any service call charged by a contractor for:

1. A missed appointment.
2. For not providing access to the unit when requested.
3. For not leaving any keyless bolting devices unlocked and/or not following other instructions resulting in the contractor not being able to gain entry to the property.
4. In the event that there is a pet that the contractor feels is threatening in any way.
5. For other reasons that are clearly the fault of, and/or are under the control of, the resident that do not allow the contractor to complete the necessary work.

Residents may cancel an appointment by calling our office during regular office hours and speaking with a member of the management staff no less than 2 hours prior to their scheduled appointment with the contractor.

We do not schedule appointments for the contractors. This must be done when the maintenance worker contacts you. The contractors may schedule maintenance on a first-come, first-served basis, except in emergencies. Your cooperation in providing us with permission to perform requested maintenance in your unit allows us to serve you more promptly and efficiently.

When we visit your home to perform maintenance, our contractors will ALWAYS make their presence known to you before entering. This includes ringing your doorbell and/or knocking on your door several times before using the key to enter. When we use the key to open the door, we will announce our presence once again by calling "Hello? Is anybody home". Please rest assured that we will do everything we possibly can to avoid surprising you in your own home.

All routine and non-urgent maintenance request, per your lease, must be put in writing providing your name, daytime and evening telephone numbers, address and specific problem or request. Also, if you will allow a vendor to use a key or if you want to set an appointment and be present when the vendor does the work. If you do not have a Work Request Form you may just write it on paper and either mail, deliver to our office or fax to (720) 851-8971.

We are here to maintain the property in a safe and habitable condition and to service you and your needs as efficiently as possible. However, we must also protect the owner and his/her financial position so that they can afford to maintain the property and avoid frivolous cost. We appreciate your compliance to these guidelines.