



COVID-19 GENERAL & EMERGENCY MAINTENANCE POLICIES

Dear Resident:

In response to the current COVID-19 pandemic, Lauth Communities will be limiting the maintenance service to emergencies, until further notice. We ask that you refer to the list below for clarification on what is considered emergency maintenance.

If you are experiencing a maintenance emergency that is included on the list below, please call your Leasing Center at 859-368-0707 and follow the prompts to leave a message for our technician on-call. Please be sure to leave your name, complete address, telephone number and brief description of the issue.

1. **Fire** (CALL 911 prior to calling our emergency maintenance)
2. **No Heat** (when outside temperature is 65° or below)
3. **No Air Conditioning** (when outside temperature is 80° or above)
4. **Water Leak**
5. **No Water/No Hot Water**
6. **Clogged Toilet** (if only one toilet)
7. **No Electricity**
8. **Inoperable Entry Door**
9. **Inoperable Window Locks** (downstairs only)
10. **Clogged Kitchen Sink** (both sides)
11. **Refrigerator Not Working**
12. **Stove Not Working**
13. **Garage Door Will Not Open/Close**
14. **Smoke Detector Battery**

High-priority maintenance issues that are not included on the list above will be considered on an individual basis. All other maintenance issues will be delayed until further notice, at our discretion, for the safety of our residents and associates. Please submit your request for non-emergency maintenance by calling the office at 859-368-0707. You may also e-mail service requests us at palomarview@lauthcommunities.net.

We sincerely appreciate your patience as we take these precautions to help keep our staff and residents safe and healthy.

Sincerely,

Lauth Communities Management

