

Dear Residents,

We want to inform you that in response to the COVID-19 pandemic, Porchlight, Inc. is implementing safeguards to protect the health and well-being of our staff, residents, and communities. We are adhering to Centers for Disease Control (CDC) protocols, and we have made some temporary changes to our building policies **effective March 20<sup>th</sup>, 2020** until further notice.

In specific regards to maintenance, general work orders shall be on hold. Emergency work orders shall be treated as such, and in a timely manner – see list of example emergency work orders below.

General work order requests may be made 24/7 online at

<https://porchlightinc.org/maintenance-request/>

or Monday through Friday from 10 am to 3 pm by dialing 608.257.2534 x10 (hours subject to change)

All emergency requests must be called in by dialing 608.257.2534 x10.

The following is a list of issues generally considered maintenance emergencies:

## **MAINTENANCE EMERGENCIES**

### **Priority #1 –**

(Emergency or Safety)

- Explosion or Fire/smell of gas
- Water Leaks (e.g. floods, roof leak, broken plumbing)
- Exposed faulty electrical fixtures or devices
- Power outage/Mechanical system failure on a whole building/wing/floor level/unit
- Faulty locking mechanism not allowing entrance or exit to an area
- Elevator entrapment
- Accessibility issues (e.g. lifts and accessibility buttons)
- Removal of snow / ice conditions on stairs, walkways, etc.
- Pest control (bedbugs or infestations)
- Hazardous clean ups (e.g. oil)
- Building heating system – more than 5°C (40) above the set point
- Room Temperatures – Winter < 15°C (59); Summer > 30°C (86)
- Abnormal operating noises in fans / pipes – severe in nature
- Damaged doors – kicked in and cannot be secured, door falling off hinges
- Broken glass not able to be self-contained, endangers life and safety
- Faulty lock mechanism not allowing area to be secured
- Total loss of water

## **Priority #2 – 48 Hour Response**

- Fire safety device malfunctions (i.e. missing or malfunctioning)
- Tripping hazards – large sections of carpet ripped up, elevator not leveling
- Clearing of ice from roof / eaves
- Fixtures in danger of falling & causing person injury (e.g. lights, roof)
- Bowing Ceiling tiles (i.e.: visibly damp)
- Toilets or urinals constantly flushing
- Clogged / stopped up toilets or urinals
- Room Temperatures –Winter = 15°C - 19°C (59-66); Summer = 26°C – 30°C (78-86)
- Abnormal operating noises in fans / pipes – moderate in nature

These are examples of what could be a priority. However, some items may elicit immediate response to render a situation safe or secure or if not addressed lead to further damage and increased cost. Additionally, if it is deemed that a request is priority 1 in nature, but does not meet the severity requirements in place during this outbreak, the request may be downgraded to a lower priority.

Whenever possible, we shall attempt to contact you to make an appointment. During that appointed time, to protect the health and safety of both residents and staff, residents are asked to leave the unit whenever able; when this is not possible, residents must be in a separate room with the door shut. If neither of these are possible, staff must remain a safe distance of at least six feet from all residents. Staff may also attempt to verbally, via phone or otherwise, instruct residents how to perform initial mitigation – for example, staff might instruct a resident on how to shut off water for a fixture or unit to prevent further water damage.

Throughout all of this, our number one goal is the safety and security of our residents, staff, and community. We must all demonstrate great understanding, patience, and perseverance in order to prevail this pandemic.

Stay safe; stay well.