



General Repairs

If your home needs a non-emergency repair, please email the request to office@gowithpreferred.com. Emailing helps us keep a trackable record of the repair. If you cannot email, give us a call during business hours. **Be advised that you may not report a repair need through text at this time.**

Business-Hours Emergency Repairs

If reporting an emergency during business hours, give us a call at **(805) 979-9775** for the quickest response.

After-Hours Emergency Repairs

Please call **(805) 535-2877** if your emergency repair is after hours. Leave your name, property address, and a brief description of your emergency. Please leave your phone number twice. You will get a call back shortly.

Scheduling

For your convenience, we always have our vendors contact you directly to schedule an appointment. It is your responsibility to respond to their scheduling attempts. **Most vendors will not call more than twice.** If you do not return their calls they will cease their attempts and the issue may persist. If our vendor is unable to schedule a repair because a tenant is unresponsive, **the repair may result in a tenant charge.**

While we desire to keep the repairs convenient to you and your schedules, if a critical repair is not scheduled by the tenant, one of the managers at Preferred Property will arrange the repair at a time that is most convenient to our office and the vendor. We will give you 24 hours notice before arranging entry; at that time, one of our managers will be present to open the door to the vendor. If you are unable to be present for a repair, you may always request a manager be on site to grant entry.

Tenant Charges

There are a few reasons a tenant may be charged for a repair during their tenancy. These reasons are all under direct control of the tenants, so please keep them in mind so that you don't incur unnecessary charges.

Hair clogs: Please place screens over the drains. These are available at your local hardware store.

Toilet clogs: If the result of a toilet clog is excessive toilet paper, feminine products, "flushable" wipes – baby or adult.

Garbage disposal clogs: If the result of a garbage disposal clog is due to washing grease or large amounts of food, or a foreign object, down the drain. Please scrape your plates into the garbage first and then rinse dishes. This will avoid a lot of clog repair.

Not returning vendor calls: If a tenant is negligent in reporting or arranging a repair and it results in greater damage to the property, the tenant will be responsible to pay the difference between the original repair cost and the actual cost. Negligence will be largely determined by whether the tenant calls the vendor back or contacts a property manager to grant entry, or not.