

# We analyzed 1,254 maintenance requests and...

Residents gave permission to enter without being home

**89%** of the time.

12% of all requests were to change...



A lightbulb

Bathroom breakdown (share of total work orders):

 **11%**

Toilet

 **8%**

Bathtub

 **7%**

Shower

 **6%**

Bathroom Sink

Most troublesome appliance...



Dishwasher

Mold cited 2.5x as much as ants



Our favorites (tie):

"Is there anyway we can get some new tips for the pool sticks? It makes it impossible to play without any tips and this is such a nice amenity."

"The dishwasher fell out."