Doors, Windows & Locks

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Key sticks or lock is hard to turn
- Door will not latch
- Window will not lock or stay open
- Locked out

Try this first

1. Sticky lock: use a small amount of dry graphite or lock lubricant in the keyway (not oil).
2. Door will not latch: check whether a hinge screw is loose and gently tighten it; note seasonal swelling for your request.
3. Sliding doors/windows: vacuum dirt from the tracks.
4. Lost keys or lockout: call PCPM — lockout service during business hours; after hours, a licensed locksmith may be needed at tenant cost.

Safety first

- Do not change, add or re-key locks without written permission from PCPM.
- A broken exterior door, lock or ground-floor window that will not secure is a security issue — call PCPM promptly.
- Keep window screens in place; never let children lean on screens.

When to call PCPM

Call PCPM for broken glass, an exterior door or lock that will not secure, or damaged weather-stripping.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- Ready.gov — home safety