**Maintenance Request Form**

|  |  |
| --- | --- |
| Tenant Name: | Date: |
| Address: | Unit Number: |
| Daytime phone number: | |
| Description of maintenance or repair needed: | |
| **In accordance with the Residential Tenancies Act, 2006, Housing York will provide 24-hours notice before entering the unit when I am not at home, except in the case of an emergency.**  Tenant Signature:  **Housing York service response times are printed on reverse.** | |
| **---Office Use Only---** | |
| Received by: | Date: |
| Work details: | |
| Date work started: | |
| Date and time work completed: | |
| Work completed by: | |
| Unit Entry: □ Tenant at Home   * Tenant Not at Home - Door Hanger Left * Emergency | |
| Checked: □ Door closure □ Smoke detector □ CO detector | |

White: Main office Yellow: Superintendent Pink: Tenant

**Housing York Maintenance and Repairs Service Standards**

|  |  |  |
| --- | --- | --- |
| Type of Repair | Standard Response Time | Examples |
| **Emergency Repairs** are required when there is a threat to health and safety, or  immediate action is required to prevent damage to a tenant’s home or neighbouring property. | Within 24 hours | * Flooding * Loss of heat, water or   power   * Leaking roof |
| **Priority Repairs** cause an inconvenience but are not a threat to health and safety. | Within seven days | * No hot water * Oven not working * Broken hardware |
| **Routine Repairs** are day-to- day services not considered emergency or priority repairs. | Within 28 days | * Slow drain * Noisy refrigerator * Light fixture repair |

*Thank you for completing a maintenance request form.*

*Your feedback is important to us. Please complete the comment card that will be left at your door.*