**Maintenance Request Form**

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| --- | --- |
| 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, orimmediate 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.*