



MAINTENANCE AND REPAIRS SERVICE STANDARDS

Working together with tenants, Housing York developed a standard level of service for repairs and maintenance requests.

The standards are consistent at all Housing York properties.

At each Housing York property, you will find:

Maintenance Request Forms and a maintenance drop box located in a central area

- Telephone numbers and staff contact information posted on the Housing York bulletin boards
- “While you were out” notices updating you on your work request
- Service Comment Cards giving you a chance to comment on the completed maintenance and repair



Please remember to fill out the Maintenance Request Form every time you need maintenance or repairs done in your home. The Maintenance Request Form helps Housing York coordinate staff and the required materials to complete your request.

Emergency Repairs

An emergency repair is 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.

Example of an emergency repair:

- Flooding
- Fire damage
- Windows are broken and there is a security risk
- Main unit door is broken and you are unable to lock/unlock the door
- Exposed electrical wiring
- Clogged toilet (only one toilet in your unit)
- Leaking roof
- Loss of heat, power or water
- Lost keys to the unit door

 **Standard Response Time: Within 24 hours**

Priority Repairs

A priority repair is when there is a problem causing an inconvenience but is not a threat to health and safety.

Example of a priority repair:

- Broken hardware (door knobs, toilet handles, etc.)
- Leaking pipe or water supply line
- No hot water
- Oven not working
- Toilet repairs
- Townhouse garage door won't open or close
- Bathroom or kitchen fan not working

 **Standard Response Time: Within seven days**

Routine Maintenance and Repairs

Routine maintenance and repairs are day-to-day services which may not be Housing York's responsibilities, and are not considered emergency or priority repairs.

Examples of routine maintenance and repairs:

- Leaking tap
- Slow drain
- Light fixture repair
- Noisy refrigerator
- Screen or cupboard door repairs
- Stove element not working
- Window will not open or shut properly

 **Standard Response Time: Within 28 days**

Response times start the day the maintenance request form is received by Housing York. Times can be impacted by the need to order parts, weather conditions, and/or the priority of other work for your building.

A fee may be charged when service is required due to vandalism, improper care of the home, misuse, or alterations to the unit.

HOUSING SERVICES

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Main Office

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For after hours emergency maintenance services please call 1-866-308-2226