



Maintenance Request Form

Tenant Name:	Date:
Address:	Unit Number:
Daytime phone number:	
Description of maintenance or repair needed:	
<p>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.</p>	
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: <input type="checkbox"/> Tenant at Home <input type="checkbox"/> Tenant Not at Home - Door Hanger Left <input type="checkbox"/> Emergency	
Checked: <input type="checkbox"/> Door closure <input type="checkbox"/> Smoke detector <input type="checkbox"/> 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• No hot water• Oven not working• Broken hardware
Routine Repairs are day-to-day services not considered emergency or priority repairs.	Within 28 days	<ul style="list-style-type: none">• 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.

Housing York

1091 Gorham Street, Suite 104

Newmarket, ON L3Y 8X7

Tel: 905-898-1007

Toll-free: 1-877-464-9675 ext. 72700

After hours emergency maintenance service: 1-866-308-2226

www.york.ca/hyi