



MAINTENANCE REQUEST FORM

SECTION 1 – TENANT INFORMATION

Name of tenant Date

Address Unit number

Daytime Phone number Email

Description of maintenance or repair needed:

SECTION 2 – CONSENT

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.

Name of tenant (first name, last name) Signature Date (mm/dd/yyyy)

Housing York service response times are printed on the next page.

SECTION 3 – OFFICE USE ONLY

Received by Date

Work details:

Date work started Date work completed Time completed

Unit Entry: Tenant at home Tenant not at home - Door hanger left Emergency

Checked: Door closure Smoke detector CO detector

APPENDIX A – 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 Inc.
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After hours emergency maintenance service:
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