

# Maintenance and Repairs Service Standards



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

## Submitting a Maintenance Request

The process for submitting maintenance requests depends on your building.




**Buildings with Resident Portal Access:** Submit maintenance requests online through the Resident Portal available at [york.ca/HousingYork](http://york.ca/HousingYork)

**Buildings without Resident Portal Access:** Fill out a paper Maintenance Request Form. Drop completed forms into the maintenance drop box, located near the Superintendent's office.

Additional Maintenance Information at Your Building

- Housing York Inc. bulletin boards display staff contact information and maintenance phone numbers.
- While You Were Out" notices provide updates on your work request and include a link to a survey where you can share feedback on completed repairs.

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 Inc. coordinate staff and the required materials to complete your request.

			
 <b>Maintenance Request Form</b>			
Tenant Name:		Date:	
Address:		Unit Number:	
Daytime phone number:			
Description of maintenance or repair needed:			
<b>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.</b>			
Tenant Signature: _____			
<b>Housing York service response times are printed on reverse.</b>			
<b>---Office Use Only---</b>			
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	

# Emergency Repairs

An emergency repair is required when there is a threat to health and safety, or immediate action is needed to prevent damage to a resident'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:  
**WITHIN 24 HOURS**

# Maintenance and Repairs

A priority repair is when there is a problem causing an inconvenience but is not a threat to health and safety. Routine maintenance and repairs are day-to-day services which may not be Housing York Inc.'s responsibilities, and are not considered emergency or priority repairs.

## 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
- Townhome garage door won't open or close
- Bathroom or kitchen fan not working



Standard Response:  
**WITHIN 5 DAYS**

## 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

Response times start the day the maintenance request form is received by Housing York Inc. 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 YORK INC.

1-866-308-2226

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[york.ca/HousingYork](http://york.ca/HousingYork)

### Main Office

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

Accessible formats or communication supports are available upon request by contacting 1-877-464-9675.