

Date: \_\_\_\_\_

Tenant Name: \_\_\_\_\_\_

Contact Information: \_\_\_\_\_

Full Address of Rental Unit: \_\_\_\_\_

## IF YOU ARE FILLING OUT THIS FORM DUE TO: A WATER LEAK AT A SOURCE THAT CANNOT BE TURNED OFF / CANNOT BE REASONABLY CONTAINED WITHOUT CAUSING SIGNIFICANT DAMAGE OR IF SOMETHING ELSE OCCURS THAT HAS OR WILL CAUSE SIGNIFICANT DAMAGE IN A SHORT PERIOD OF TIME, CONTACT US DIRECTLY VIA CALL OR TEXT AT (519) 841-6927 OR (519) 591-2066.

Please be informed the charge for claiming an emergency which turns out not to be an emergency is \$50.00 per incident and payment is due 7 days after the incident. All violators are subject to eviction.

Date problem first occurred/when you noticed it:

Is this a clogged toilet? Yes / No If yes, which bathroom(s)?				
Is this a clogged bathroom sink or shower/tub drain? Yes / No If yes, which bathroom(s)?				
Is this a clogged kitchen sink?				
Location of the problem:				
Describe the current issue in the rental unit:				
Have you attempted to resolve the problem on your own? Yes / No If yes, how?				
What was the outcome of your attempt?				
State how the appliance or device was operating/working/its condition prior to the issue:				
State how the appliance or device is operating/working its current condition as of now:				

Are you willing to be present for the repair person to arrive to resolve the issue? \_\_\_\_

**LEVEL ONE:** Emergency will be handled within 72 hours but likely sooner. Deals with water, water damage, fire or any other significant damage. Timelines will depend upon availability of staff and the nature of the emergency. In case of fire, call 911. Please have your insurance information ready and take note of what coverage you have.

**LEVEL TWO:** Requires attention that is deemed to affect safety such as: malfunctioning or absent smoke alarm or CO detector, broken window, clogged or slow drains, malfunctioning appliances and so on. These fixes usually occur within 3 weeks, however depends on other priorities, available staff and severity of issue.

**LEVEL THREE:** Scratched counter tops, loose cabinet handles, walls that have nail holes and so on are deemed either cosmetic or still operable and can be used regularly without interference. These items may or may not be addressed during your tenancy but rather addressed after the unit is vacant.

Please be advised that clogged toilets, kitchen sink drains, shower drains and bathroom sink drains are often clogged due to whiskers, hair, excessive toilet paper or human excrement caused by the tenant during occupancy. If this the case, tenants will be billed for the repair, payable to Koor Property Investments Inc. due 7 days after billing.

IF AN APPOINTMENT IS MADE FOR REPAIR AND ACCESS IS DENIED CAUSING THE REPAIR TO BE INCOMPLETE, YOU WILL BE BILLED FOR SERVICES RENDERED ACCORDING TO THE REPAIR SERVICE INDIVIDUAL. THE FEE FOR THIS INCONVENIENCE IS NOT DETERMINED BY KOOR PROPERTY INVESTMENTS INC., AND YOU WILL BE AT THE MERCY OF THEIR BILLING SYSTEM. ACCESS DENIED TO KOOR PROPERTY INVESTMENTS INC. WILL RESULT IN BILL FOR \$100 PER OFFENCE TO COVER ADMINISTRATION AND RESHEDULING. Any extra damages resulting from this behavior will also be the responsibility of the tenant to compensate Koor Property Investments Inc. or directly to the owner.

Signature of Tenant	Date	Home Phone	Cell Phone	
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