



# Work Order

## MAINTENANCE REQUEST FORM

### EMERGENT REQUESTS

If you are filling out this form due to a water leak from a source that cannot be turned off or reasonably contained without causing significant damage, OR if another situation occurs that has or will cause significant damage in a short period of time, please contact us IMMEDIATELY by call or text at **(519) 841-6927** or **(519) 591-2066**.

Please be advised that a charge of \$50.00 will be applied for any emergency claim that is determined not to be an actual emergency. Payment is due within 7 days of the incident. Failure to comply may result in eviction.

### CONTACT INFORMATION

Property Address :

City :  Postal Code :

Tenant Name :  Phone # :

Tenant Email :

Date :  /  /

### REQUESTED MAINTENANCE DESCRIPTION

Date problem first occurred / you noticed it :  /  /

Is it a clogged toilet?   Which bathroom? :

Is it a clogged bathroom sink or shower/tub drain?   Which bathroom? :

Is it a clogged kitchen sink?   Location of problem :

Describe the current issue in the rental unit :

Have you attempted to resolve the problem on your own?

If yes, how? :

What was the outcome of your attempt? :

How was the appliance or device operating/it's condition prior to the issue? :

How is the appliance or device operating/it's condition as of now? :

What are your concerns regarding the issue? :

Are you willing to be present for the repair technician to arrive to resolve the issue?

Y

N

## URGENCY LEVEL

**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.

## DECLARATION

Please be advised that clogged toilets, kitchen sink drains, bathroom sink drains, and shower drains are often caused by whiskers, hair, excessive toilet paper or human waste generated by the tenant during occupancy. In such cases, tenants will be billed for the repair, with payment due to Koor Rental Property Management Ltd. 7 days after billing.

If an appointment is scheduled for a repair and access is denied preventing the repair from being completed, **the tenant will be billed** for services rendered by the repair technician. The fee for this inconvenience is determined by the technician, not by Koor Rental Property Management Ltd., and you will be subject to their billing system. DENYING ACCESS TO KOOR RENTAL PROPERTY MANAGEMENT LTD. WILL RESULT IN A **\$50 CHARGE PER INCIDENT** TO COVER ADMINISTRATION AND RESCHEDULING COSTS. Any additional damage caused by denied entry will also be the tenant's responsibility, and payment must be made to Koor Rental Property Management Ltd. or the property owner directly.

Tenant 1 Signature :

Date :

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Tenant 2 Signature :

Date :

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