|  |  |
| --- | --- |
| **Date / Time** |  / / at : AM PM |
| **Name of Person Reporting Repair** |  |
| **Phone** |  |
| **Email** |  |

# Maintenance Request Form

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| --- |
| **Repair Required For:**  |
| Unit No. or Communal Area  |
| **Details Of Repair Required:** |
|  |
| **Have You Reported This Before?** |
| [ ]  Yes [ ]  No |
| **Was This Attended To And Repaired Before?** |
| [ ]  Yes [ ]  No |

|  |  |
| --- | --- |
| **Signature of Reporter** |  |

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| **CGQ Response to Maintenance Request** |
| **Request Accepted?** | [ ]  Yes [ ]  No (please refer to attached letter) |
| **Responsive Maintenance Timeframe:** |
|  |

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| **Responsive Maintenance Timeframes** |
| **RESPONSE TIMEFRAME** | **EXAMPLE** |
| **EMERGENCY****🡪 Respond: Immediately (or within 1- 4 hours)****🡪 Complete: 24 hours***Any fault which could lead to death or injury to persons or serious damage to the property* | * Fire/Smoke
* Live bare electrical wires in an accessible location
* Fire Safety System malfunction (activated smoke alarm)
* Burst water pipe within the building.
* No lights or power
* Serious storm damage
* Serious water penetration
* Burst water pipes outside the building.
* Fully blocked sewerage/overflowing grates
* Smoke alarm continually activating.
* Lift travel fault
* Making building secure after forced entry.
* Major structural damage endangering tenants
 |
| **PRIORITY****🡪 Respond: 24 - 72hrs****🡪 Complete: 7 days***Faults which cause serious inconvenience to tenants* | * Partially blocked drains/sewerage not overflowing.
* Toilet cistern not working or overflowing.
* Full stove not working.
* Broken locks (external doors)
* Smoke alarm missing or inactive.
* Broken windows
* No hot water
* No power to multiple power points/multiple lights
* Security lights not working.
* Essential whitegoods appliances – microwave and fridge
 |
| **ROUTINE****🡪 Respond: 72hrs****🡪 Complete: within 12 weeks***Faults which cause inconvenience to the tenant or may in the long term affect the value of the building**Maintenance of a non-urgent nature that is planned or less urgent* | * Dripping taps
* Element on stove not working
* Water hammer (noisy pipes when you turn taps on)
* Doors jamming
* Uneven/unsafe/ irregular walkway pavement
* Tree lopping/removal of unsafe trees
* Leaking gutters or downpipes
* Individual power or light not working
* Faulty internal door locks
* Tenant report possible vermin infestation
* Cupboard doors not closing
* Partially loose joinery
* Non-essential appliances – TV and washing machine
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