|  |  |
| --- | --- |
| **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** |  |

|  |  |
| --- | --- |
| **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 |