**MAINTENANCE REQUEST FORM**

**Tenant Maintenance Request**

**Property Address** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
**Contact Information** Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you have pets in the house?**  Yes No

**Please use a separate sheet for each issue – this is for administration and NRS compliance reasons**

**Describe the problem and what needs to be done:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tenant Signature Date

Please send this form to Maintenance (email or hard copy) to ensure the request is assessed and acted on.

If it was an emergency and you texted or called Maintenance please follow that call up with a form.

**For Maintenance Sub-Committee Use Only**

|  |  |
| --- | --- |
| Work Order Number |  |
| Date Received |  |
| Received by | [ ] Phone [ ] Email [ ] Post |
| Assessment | [ ] Emergency or Critical [ ] Responsive [ ] Programmed  [ ] Preventative [ ] Future planning |
| Type of work required | [ ] Electrical [ ] Plumber [ ] Handyman [ ] Other : |
| Quotes | [ ] Preferred provider [ ] 3 quotes |
| Contractor used |  |
| Date contractor contacted |  |
| Date contractor attended |  |
| Job cost approved | [ ] COM [ ] Sub Committee Date: |
| Date job completed |  |
| Tenant Satisfaction | [ ] Yes [ ] No |
| Notes | |

**Maintenance JOB Tennant Satisfaction Record**

To be completed by the tenant once the maintenance job has been completed

This is for administration and NRS compliance reasons

|  |  |
| --- | --- |
| Property Address: |  |
| Was this an emergency: |  |
| Job undertaken: |  |
| Contractor used: |  |
| Date contractor contacted: |  |
| Date contractor attended the job: |  |
| Date job was complete: |  |

Please answer 1 – 10 on your satisfaction of the job.

1 being NOT happy and 10 being VERY happy

1. How satisfied were you with the recent contractor that completed the work at your address?

1 2 3 4 5 6 7 8 9 10

2. How likely are you to recommend this contractor as a MERZ preferred provider?

1 2 3 4 5 6 7 8 9 10

3. How satisfied were you with the timeframe in which the job was followed up?

1 2 3 4 5 6 7 8 9 10

4. How would you rate the work in terms of value for money?

1 2 3 4 5 6 7 8 9 10

5. How do you rate the professionalism and friendliness of the contractor?

1 2 3 4 5 6 7 8 9 10

6. Are there any other contractors that you think we should engage for quotes for future jobs?

7. Any other helpful comments?

**For Maintenance Sub-Committee Use Only**

|  |  |
| --- | --- |
| Work Order Number |  |
| Date satisfaction for completed |  |
| Job totally complete for ADMIN records |  |