

## PATHWAYS ABILITIES SOCIETY

### **POLICY: TENANT REPAIR REQUESTS**

**Applies to:** Management and Tenants

Original Approval Date: February 14, 2022

Date Board Approved: February 14, 2022

Replaces Policy Dated: Not Applicable

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Board Member's Signature

### **PREAMBLE**

This policy applies only to maintenance and repairs that have not already been planned as part of the society's obligation to keep the building in good condition and suitable for occupation by tenants.

### **POLICY**

Tenants who want work done to their unit that has not already been scheduled must fill out a Request for Repairs Form indicating the type of work required and its urgency.

Emergency repairs as defined by Section 33 of the Residential Tenancy Act are the only unscheduled repairs that will be done without a request form on file.

The society will post a notice or give to a tenant in writing, the name and telephone number of a person the tenant is to contact for emergency repairs.

Maintenance personnel will prioritize tenant's requests by considering the order in which they were received, the urgency of the work requested, the complexity of the job and other pending work.

Maintenance managers will determine the priority of a tenants request after viewing the unit and assessing the scope and urgency of the required work.