[Building or company name] maintenance request

Tell us what needs fixing. One problem per form, please. Return it to [the office, the drop box by the mailboxes, or email address].

Is it an emergency?

For a fire, a gas smell or if anyone is in danger, call 911 first.

For flooding, sparks or an outside door that will not lock, call our emergency line now: [phone number]. Do not wait for this form.

We read paper forms on [days and times], so this form is for problems that can wait until then.

1. About you

Your name

Unit number or room, and building

Best phone number

Email (if you would like an answer by email)

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2. What needs fixing

Where is the problem? [ ] Kitchen [ ] Bathroom [ ] Bedroom [ ] Living area [ ] Outside or shared area [ ] Other: _____

What kind of problem? [ ] Plumbing or leak [ ] Heating or cooling [ ] Electrical or lights [ ] Appliance [ ] Doors, windows or locks [ ] Pests [ ] Other

What is wrong? Say what you see or hear, and where exactly (for example: water drips from under the kitchen sink when the faucet runs).

When did it start? Has it happened before?

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3. How soon does it need fixing?

Pick one	Urgency	What it means
[ ]	Emergency	danger to people or the building right now: gas smell, fire, flooding, sparks, no way to lock an outside door
[ ]	Urgent	needs a fix within a day or two: no heat or hot water, a toilet that will not flush (if it is the only one), a fridge that stopped working, a leak you can catch in a bucket
[ ]	Routine	can wait for a booked visit: a dripping faucet, a sticky door, a broken blind, a light fitting

4. Getting in

May our maintenance team enter your unit to make this repair if you are not home? [ ] Yes [ ] No, please call me first to set a time

Best days and times for a visit

Pets in the unit? [ ] No [ ] Yes: _____ (we will ask you to keep them in another room)

Alarm code, gate code or anything else we should know to get in

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5. Photos

A photo helps us bring the right part on the first visit. If you have one, send it to [email or phone number] with your unit number in the subject, or tick here if you will show us during the visit: [ ] I will show you

6. Sign and date

Your signature and today's date

For office use

Received on: _____ Urgency confirmed: _____

Assigned to: _____ Visit booked for: _____

Closed on: _____ What we did: _____

Copy this into the work-order log: request date, unit, issue, urgency, status, assigned to and closed date.

For the person who runs repairs

Read this before you hand the form out.

- Fill in every [square bracket]: your name, where the form goes, the emergency line and the days you read paper forms.
- Keep the emergency box at the top. A form is never an emergency line, so make sure your phone number is easy to find and someone answers it.
- Ask for one problem per form, so each repair gets its own row in the log and its own closed date.
- Write the date you received each form on it. Then log it in the work-order log the same day.
- Respect the answer to the entry question, and follow your lease and local rules on entry. If the tenant asks for a call first, call first and agree on a time.
- Tell the tenant when you have booked the visit and when the job is done.
- Tenant and landlord repair rules differ by state and city, and some set time limits or ask for written notice in a set way. Check your state and local rules, and your lease, before you set your process. This form is not legal advice.

The urgency words

Emergency, Urgent and Routine match the Urgency column in the work-order log, so the log can count open requests by urgency. If you change a word here, change it in the log's Lists tab too.

Want to take requests online? The post at hornetforms.com/blog/maintenance-request-form shows how to turn these questions into a form with photo uploads, an emergency note with your phone number, and a new row in Google Sheets or a Slack message for each request.