# Maintenance Request Form

Help residents report an issue with enough detail for the property team to review.

For immediate danger, follow local emergency procedures. Send this form to your property team using its published contact method.

| | |
|---|---|
| **Request reference if known**<br>[Enter details] | **Date reported YYYY-MM-DD**<br>[Enter details] |
| **Your name**<br>[Enter details] | **Preferred contact email or phone**<br>[Enter details] |
| **Property address**<br>[Enter details] | **Unit or room**<br>[Enter details] |
| **Exact location of the issue**<br>[Enter details] | **When did you first notice it**<br>[Enter details] |

**Describe what you can observe and when it happens**
[Enter details]

**How is the issue affecting use of the space**
[Enter details]

**Times you are available to coordinate a visit**
[Enter details]

**Access arrangements to confirm with the property team**
[Enter details]

**Photo or attachment references do not include access codes**
[Enter details]

## For the property team

| | |
|---|---|
| **Reviewed by and review date**<br>[Enter details] | **Priority and related work order**<br>[Enter details] |
| **Next action and owner**<br>[Enter details] | **Target response date**<br>[Enter details] |

A submitted request does not authorize entry or repair work. The property team confirms access and the next step.

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# Keep work and messages together

Keep the request, assigned work and messages together as the job changes. Keep using this template, or explore Hili when your team needs a shared workflow.

Explore Hili

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