



Maintenance categories and response times

Category	Example issue
URGENT	
<i>Timeframe: attended to same day</i>	
Access	Main entrance doors to building not opening or closing
Plumbing	Major leak causing flooding, or involving sewage
	Toilet not working
General	Anything else that poses a health & safety risk
HIGH	
<i>Timeframe: attended to same day</i>	
Access	Main entrance doors to building damaged and causing a security issue
	Apartment front door not opening or closing
Lift	Lift out of service
Plumbing	Leak from the ceiling, particularly roof level and in bathrooms
	No water
MEDIUM	
<i>Timeframe: attended to as soon as possible the next business day</i>	
Appliances	Faulty appliance
Electrical	Electrical fault
	Hot water issue
HVAC	HVAC issue
Internet	Loss of internet (WiFi)
Plumbing	Minor leak under sink
Windows	Window crack
	Window hardware issue
	Window leak
LOW	
<i>Timeframe: attended to when contractor is available during Monday – Friday business hours</i>	
Access	Apartment internal door issue
Blinds	Issue with blinds
Cleaning	Cleaning
Electrical	Electrical outlet issue
Handyman	Hardware issue, for example door handle, toilet roll holder, hole
Paint	Plaster and paint issue