



Housing Maintenance and Repair Requests

Background

KTCEA is committed to providing safe and affordable housing to staff. KTCEA is also committed to preserving the value and integrity of its capital assets. Timely maintenance and repair of housing units is essential.

Guidelines

An effective process for dealing with maintenance issues will help KTCEA respond to them in a timely manner.

Tenants must use a request form to alert Facilities & Operations staff of any maintenance or repair issue.

#	Procedure	Roles & Responsibilities
1.	<p>Tenants must submit a request through the Maintenance Care portal for all maintenance and repair requests before the issue can be addressed.</p> <p>1.1 Major emergencies, such as plumbing or heat failure, may be addressed by other means or without a completed form at the discretion of the Associate Superintendent Facilities & Operations.</p> <p>1.2 Repairs to and maintenance requests will be prioritized in relation to all other requests within the KTCEA service request system.</p>	<p>Associate Superintendent Facilities & Operations, Housing Coordinator, Housing Technician, Tenant</p>
2.	<p>Maintenance and repair requests will be prioritized on the basis of</p> <p>2.1 Emergent safety needs;</p> <p>2.2 Age and obsolescence;</p> <p>2.3 Tenant discretionary.</p>	<p>Housing Coordinator, Operation and Maintenance Manager</p>

Definitions:

Housing Unit means “the premises as defined in the Rental Agreement”.

References:

Policy 3 – Respectful, Caring and Safe Schools and Workplaces

Residential Tenancies Act, RSA Alberta

[Link to PDF version of the Residential Tenancy Agreement](#)

[Link to PDF version of the Inspection Report](#)

Procedure Amendments and Updates

The responsibility for updating and amending this procedure rests with the Associate Superintendent Facilities & Operations.