



# Maintenance and Repair Request

Please help us serve you better by providing as much information as you can about the repair need and the location in your home. Let us know if you have any concerns about us entering your home, such as a pet that might run out the door, children who will be home alone, health needs, etc. Thank you for working together with Home Forward to keep your home in good shape.

Date:	Unit:
Property:	Address:
Resident:	Phone Number:

Do you have any concerns to share about us entering your home? \_\_\_\_\_

**LOCATION** (please check all that apply)

- |                                      |                                      |                                   |   |
|--------------------------------------|--------------------------------------|-----------------------------------|---|
| <input type="checkbox"/> Living room | <input type="checkbox"/> Dining Room | <input type="checkbox"/> Kitchen  | <input type="checkbox"/> <b>Only one bathroom in unit</b> |
| <input type="checkbox"/> Closet      | <input type="checkbox"/> Walls       | <input type="checkbox"/> Ceiling  | <input type="checkbox"/> Bathroom location _____          |
| <input type="checkbox"/> Floor       | <input type="checkbox"/> Hallway     | <input type="checkbox"/> All unit | <input type="checkbox"/> Bedroom Location _____           |
|                                      |                                      |                                   | <input type="checkbox"/> Other _____                      |

**CATEGORY** (if known)

- |                                     |  |                                   |                                       |
|-------------------------------------|--|-----------------------------------|---------------------------------------|
| <input type="checkbox"/> Electrical | <input type="checkbox"/> Plumbing      | <input type="checkbox"/> Painting | <input type="checkbox"/> Pest Control |
| <input type="checkbox"/> Appliance  | <input type="checkbox"/> Doors/Windows | <input type="checkbox"/> Heating  | <input type="checkbox"/> Other _____  |

**Type of Maintenance request needed**, please be specific as you can to help us bring the right tools and supplies when we come to your home (Please see back for questions and samples)

By signing I authorize Home Forward staff or its agents to enter my unit without notice Monday through Friday 8:00 AM to 4:30 PM to perform the repairs/maintenance. This authorization expires after seven (7) working days unless the repairs are in progress and Home Forward is making reasonable effort to complete the repairs. In that event I authorize entry at reasonable times in excess of seven (7) working days until the repairs/maintenance are completed.

By signing this request, I also agree that Home Forward staff may conduct a preventative maintenance inspection while in my unit and, to the extent practical, do any necessary repairs. If it is not practical to perform the additional repairs while completing the repairs on this request a new notice of entry will be given for the new repair work. (ORS 90322.1.C)

Signature

Date

## EXAMPLES

- NO HEAT
  - I have no heat in main bedroom, I have checked the breaker and its still not working, all other room's heaters are working
- NO ELECTRICITY
  - There is no electricity in my unit, the lights are on in the common areas/neighbor but I still don't have lights or power through the unit
- LIGHTS
  - When I turn on the light in the bathroom, it tries to turn on but it makes a click sound and then it dies
  - The light in the dining room does not work at all
- NO HOT WATER
  - The water is very cold in all sinks
  - The water is not heating enough and there is water around the water heater
- PLUGGED TOILET
  - The toilet is overflowing; this is the only toilet in my unit
- TOILET RUNNING
  - The toilet close to the living room has been running for a couple of days. Started slow but there is now more flow
- PLUGGED DRAIN
  - There is sewage backing up in my tub/toilet/kitchen sink/bathroom
- WATER LEAKING UNDER SINK
  - There is water leaking under the kitchen sink when I am using the faucet
  - There is water leaking under the bathroom sink continuously, even when I am not using the faucet
- SMOKE DETECTOR BEEPING
  - The smoke detector in the main bedroom has been beeping since yesterday
  - The smoke detector kept beeping since the inspector came to test
- APPLIANCE NOT WORKING
  - The refrigerator is not cooling since Monday, it suddenly stopped cooling. I checked the breaker box and everything seems ok.
  - The refrigerator is leaking
  - The right small burner is not working; it shocks if I turn it on
  - The oven is not heating, burners are working though
- LOCKS
  - When I lock/unlock my unit it seems that the key is not turning or stocks while turning
  - I lost my key, please change the lock and charge my account
- PEST
  - I found approximately 10 roaches in the kitchen cabinets last week
  - A household member has bed bug bites and we found some in his bed and in the sofa in the living room