MAINTENANCE REQUESTS

Landlords are committed to coordinating all maintenance requests for their tenants, but during this pandemic, and for the safety of vendors, residents and the general public, it's important to inform your residents that all non-urgent work should be delayed whenever possible.

For this reason, it's advisable to send out an email to update your residents on these developments. This email should apologize for any inconvenience that this may cause, and inform your residents that you are committed to protecting and ensuring the safety of your staff, vendors, and residents, as well as the general public.

What Are Non-Urgent Tasks?

Non-urgent maintenance tasks are requests that do not impact the habitability of the rental property or threaten the structure itself.

Examples of nonessential maintenance or repairs include the following:

- Malfunctioning garbage disposal
- Dripping faucet (with no evidence of additional plumbing damage)
- Cosmetic fixes (such as paint, wall dents, etc.) as long as they are not a safety issue

During this time, landlords are still required to carry out all essential repairs and maintenance work. This includes essential plumbing repairs, fire safety, pest control, and heating failure.

However, in cases where a resident is self-isolating, then it's advisable to avoid having anyone visit the house. If there is an emergency repair that cannot wait –such as a severe water leak or electricity outage, then the residents should be asked to inform you so that you can inform the contractors and they can take precautions necessary; such as masks and protective clothing.

Any residents who have any questions about whether a repairs or maintenance request is urgent should be advised to reach out to you for clarification.

As this is a rapidly developing situation, these policies should be subject to change pending new government guidance. Be sure to keep your team updated on any important changes that take place.