



Yale First Nation

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YALE FIRST NATION HOUSING MAINTENANCE REQUEST FORM

Tenant / Occupant Information

Name: _____

Address (Unit # / Lot #): _____

Phone Number: _____

Email (if applicable): _____

Preferred Method of Contact: ☐ Phone ☐ Email

Housing Type (check one)

☐ Band-Owned Rental

☐ CMHC Homeowner

☐ CP-Owned Home

☐ Other: _____

Details of Maintenance Issue

Location of Issue (e.g., kitchen, bathroom, exterior, bedroom, yard):

Describe the Issue (please be as detailed as possible):

Urgency Level (check one)

☐ **Emergency** – Immediate risk to health, safety, or property
(e.g., no heat, flooding, sewer backup, electrical hazard)



Yale First Nation

Xwóxwelá:łhp

- ☐ **Urgent** – Needs attention soon but not an emergency
(e.g., leaking faucet, appliance not working)
- ☐ **Routine** – Non-urgent repair or maintenance

When Did the Issue Start?

Date: _____

Access Information

Is someone home during the day? ☐ Yes ☐ No

Permission to Enter if Tenant Not Home: ☐ Yes ☐ No

Pets on Property? ☐ Yes ☐ No

If yes, please specify: _____

Tenant Acknowledgement

☐ I acknowledge that I have read and understand the Yale First Nation Housing Maintenance & Repairs Service Standards.

I understand that:

- Maintenance requests are prioritized based on urgency, housing type, and available resources.
- Response times listed in the Service Standards are target timelines and not guarantees.
- Support for maintenance and repairs varies depending on whether the home is band-owned, CMHC, or CP-owned.
- Emergency issues should be reported immediately to the Yale First Nation office.
- Tenants and homeowners are responsible for reporting issues in a timely manner to prevent further damage.

I understand that **this Maintenance Request cannot be reviewed or scheduled until this acknowledgement is completed.**

Tenant / Homeowner Name (print): _____

Signature: _____

Date: _____

Tenant Acknowledgement



Yale First Nation

Xwóxwelá:łhp

I understand that:

- Maintenance requests are prioritized based on urgency and available resources.
- Emergency issues should be reported immediately to the Yale First Nation office.
- Tenants are responsible for reporting issues in a timely manner to prevent further damage.

Tenant Signature: _____

Date: _____

*****You can keep pages 4, 5, 6 for reference if needed, no need to return*****

FOR OFFICE / MAINTENANCE USE ONLY

Date Request Received: _____

Received By: _____

Work Order # (if applicable): _____

Assigned To: _____

Priority Assigned: ☐ Emergency ☐ Urgent ☐ Routine

Estimated Completion Date: _____

Maintenance Notes / Actions Taken

Completion

Date Work Completed: _____

Completed By: _____

Tenant Notified: ☐ Yes ☐ No

Tenant Signature (optional): _____

If this is an emergency after hours, please contact the Yale First Nation office for emergency contact information.



Yale First Nation

Xwóxwelá:łhp

YALE FIRST NATION

HOUSING MAINTENANCE & REPAIRS SERVICE STANDARDS

These service standards are intended to provide general guidance to tenants and homeowners on expected response times for housing maintenance and repair requests. Actual timelines may vary depending on severity, weather conditions, parts availability, and staffing capacity.

1. Emergency Repairs

Definition: Issues that pose an immediate risk to health, safety, or property.

Examples include:

- No heat during cold weather
- Flooding or major water leaks
- Sewer backup
- Electrical hazards (sparking outlets, exposed wiring)
- Gas leaks
- Structural damage affecting safety

Target Response Time:

- Initial response: **Same day (as soon as possible)**
 - Temporary or permanent repair: **Within 24–48 hours**, where feasible
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2. Urgent Repairs

Definition: Issues that are not immediately dangerous but may worsen or significantly impact daily living if not addressed.

Examples include:

- Plumbing leaks without flooding
- Broken toilet (if only one in the home)
- Refrigerator or stove not working
- Electrical issues affecting limited areas
- Exterior door or window not securing properly

Target Response Time:

- Initial response: **Within 3–5 business days**
 - Repair completion: **Within 7–14 business days**, depending on scope
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3. Routine / Non-Urgent Repairs

Definition: General maintenance or minor repairs that do not pose safety concerns.

Examples include:

- Dripping faucets
- Cabinet or door adjustments
- Minor drywall repairs
- Flooring wear and tear
- Fence or gate repairs

Target Response Time:

- Initial response: **Within 10–15 business days**
 - Repair completion: **Scheduled as resources allow**
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4. Seasonal & Planned Maintenance

Some maintenance activities are scheduled seasonally or as part of planned work programs.

Examples include:

- Furnace servicing
- Gutter cleaning
- Yard drainage work
- Exterior painting or siding repairs

Timing:

- Completed based on seasonal scheduling and approved work plans
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5. Tenant Responsibilities

Tenants and occupants are expected to:

- Report maintenance issues promptly
- Provide accurate information about the issue
- Allow reasonable access for inspections and repairs
- Take reasonable steps to prevent further damage

Failure to report issues in a timely manner may result in increased damage or delays in repairs.

6. Important Notes

- Emergency issues should be reported immediately to the Yale First Nation office.



Yale First Nation

Xwóxwelá:łhp

- Response times are targets and not guarantees.
- Some repairs may require external contractors, parts ordering, or additional approvals.

7. CP-Owned Homes & CMHC Homeowners – Important Notice

Yale First Nation supports community members across different housing types; however, **maintenance responsibilities and available support vary depending on ownership and funding streams.**

- **Band-Owned Rental Homes:** Maintenance and repairs are managed by Yale First Nation in accordance with available budgets, staffing, and approved work plans.
- **CMHC Homeowners:** Homeowners are primarily responsible for maintenance and repairs to their homes. Yale First Nation may provide **limited guidance or support**, subject to CMHC program requirements, funding eligibility, and available capacity.
- **CP-Owned / Privately Owned Homes:** Maintenance and repairs are the responsibility of the homeowner. While Yale First Nation may attempt to offer **general advice or referrals where possible**, the Nation **cannot commit to providing maintenance or repair services** for CP-owned or privately owned homes due to funding restrictions and liability considerations.

Requests related to CMHC or CP-owned homes will be reviewed on a case-by-case basis, and support is **not guaranteed**.

These service standards are provided for transparency and clarity, reflect funding and ownership realities, and may be updated as housing capacity and policies evolve.