**By-law Services**
The Corporation of the County of Prince Edward
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# Tenant Complaint about Maintenance

**Return by e-mail to bylaw@pecounty.on.ca**

Use this form if you have requested repairs for your rental unit and/or building to your landlord and the repairs have not been addressed in a reasonable amount of time. Before filling out the form, please read the following instructions carefully. Providing insufficient or inaccurate information may result in delays in processing your complaint.

## PART I: INSTRUCTIONS

**To fill out this form:**

1. You must currently reside in the rental unit which is the subject of this form.

2. You need to provide a valid property address, your contact information, and the contact information of your landlord.

3. You should have informed the landlord, property manager or superintendent of the issue in writing and given them a reasonable amount of time to correct the problem. You may be asked to provide proof of such communication.

**Please confirm the following:**

☐ I have informed the landlord, property owner or superintendent of the maintenance issue in writing and given them a reasonable amount of time to resolve the issue before submitting this complaint.

☐ I have included a copy of the documentation used to inform the landlord of the maintenance issue with this form.

Ward in which the rental property is located: _____

| PART II: GENERAL INFORMATION (Please type or print clearly) | | | | |
|---|---|---|---|---|
| **Property Information** | Property address (e.g. street / lot & concession / emergency number) | | | |
| | Unit or Apartment No. | Ward | | |
| **Tenant(s) Information** | Name of Tenant(s) | E-mail | | |
| | Mailing address | | Unit or Apartment No. | |
| | City / Town / Township / Village | | Postal Code | |
| | Daytime Phone Number | Evening Phone Number | Fax Number | |
| **Landlord(s) Information** | Name of Landlord(s) | E-mail | | |
| | Mailing Address | | Unit or Apartment No | |
| | City / Town / Township / Village | | Postal Code | |
| | Province / State | | Country | |
| | Daytime Phone Number | Evening Phone Number | Fax Number | |

| PART III: BACKGROUND INFORMATION (Please Check Appropriate Boxes) | | | |
|---|---|---|---|
| Does the problem affect just your unit or other areas in the building? | | | |
| ☐ Unit | ☐ Other areas in building | ☐ Both | |
| In what type of building do you live? | | | |
| ☐ House | ☐ Rooming House | ☐ Apartment | ☐ Trailer |
| ☐ Townhouse | ☐ Mobile Home | ☐ Land-lease Community | ☐ Condominium |
| ☐ Basement Apartment | ☐ Other (please describe): | | |
| Generally, where are your maintenance problems? | | | |
| ☐ Roof | ☐ Basement | ☐ Bathroom | ☐ Living Area |
| ☐ Kitchen | ☐ Bedroom | ☐ Hallways | ☐ Yard |
| ☐ Other (please describe): | | | |
| Have you informed your landlord about the problem? | | | |
| ☐ Landlord informed in writing | ☐ Landlord informed verbally | ☐ Landlord not informed | |

| PART IV: DETAILS ABOUT YOUR MAINTENANCE COMPLAINT |
| --- |
| Please describe your maintenance issue. Check all appropriate boxes.<br><br>☐ Structural elements ☐ Plumbing / drainage ☐ Electrical ☐ Heating ☐ Ventilation<br><br>☐ Mechanical ☐ Lighting ☐ Safety / Security ☐ General Maintenance ☐ Other |
| You may elaborate on the maintenance problem you are having using this space. You may attach additional pages, if required. |

**Part V: Authorization (please ensure that your complaint is dated and signed)**

Signature of Tenant or the Tenant's Agent Date