



Reporting Maintenance Requests

For Residents

Report maintenance requests as soon as repairs are needed.

Understand the steps to reporting maintenance requests.

Provide detailed descriptions of the issue being reported.

- ▶ Request maintenance or repairs, even if you think the issue is minor; as a best practice, report everything as soon as repairs are needed.
- ▶ Understand that depending on the severity, repairs will have different time frames of correction (24 hours, 30 days, or 60 days).
- ▶ Know your PHA's process for requesting maintenance, which may include any of the following:
 - Calling a phone number
 - Filling out a work order
 - Submitting an online form
 - Visiting the property office
 - Contacting a property manager
- ▶ Become familiar with the [NSPIRE standards](#) and the different types of deficiencies: Life-Threatening, Severe, Moderate, Low.

Describe the issue you are reporting with details that include when, where, and what is happening.

Example: “The sink in the upstairs bathroom started leaking water from a waste line pipe under the cabinet today.”

Prevent Common Deficiencies

Some of the most common deficiencies can be prevented or minimized by knowing NSPIRE’s requirements and taking immediate action. See below to learn a few ways you can help reduce the need for maintenance and stay safe in your unit.



Smoke and Carbon Monoxide Alarms

Keep alarms free of obstructions, like plastic bags, stickers, paint, or other coverings. Request maintenance for chirping alarms. Do not remove batteries or take alarms off walls or ceilings to allow them to work properly and alert you in an emergency.

Water and Sewage System Leaks

Report water and sewage systems leaks as soon as you notice them, because they can lead to significant structural damage, infestation, and growth of mold-like substances. Do not risk your safety and health by ignoring these types of deficiencies.



Electrical and Fire Safety

Do not block fire sprinklers or pathways to safety exits with personal items. Do not store items next to gas-fired appliances (e.g., a furnace). Request maintenance immediately if outlets do not work or appear damaged to prevent electrical fires.