

Elk Island Child & Youth Ranch Maintenance Request Procedure



All requests for maintenance are required to be submitted through our online form. This will provide a written record of the request and will help to ensure timely, accurate and efficient resolution of any issues and or concerns you may have. In addition, this will also provide a written record of the repairs in case future warranty requests are needed.

All requests for maintenance must be made in writing using the online Maintenance Request Form. The Maintenance Request Forms will be collected daily. Once collected, maintenance work is prioritized by the severity of potential threat to safety and/or property damage. If you feel your maintenance request is an imminent threat to safety and/or property damage, you are required to call the Elk Island Child & Youth Ranch CRISIS number.

www.elkislandranch.ca/maintenance

Priority	Procedure	Response Time	Examples
Emergency Imminent threat to safety and/or property damage.	CRISIS called and Maintenance Request Form.	Warrants immediate response and mitigation.	Power outages, people trapped, flooding, leaks, plugged and overflowing toilets or drains, frozen water lines, broken or damaged glass windows, no heat, obnoxious fumes or odors (e.g. propane, natural gas), damage to exterior doors, any interruption to the supply of water, vehicle break down off site.
Urgent Potential threat to safety and/or property damage.	Maintenance Request Form	Warrants expedited action within 24 hours to mitigate the situation before conditions escalate or worsen.	Vehicle damage, low or flat tire on vehicle, vehicle broke down on property, phone issues, key requests, repairs to equipment/appliances, fire alarm going on/off, weather-related hazards
High Work that does not fit the definition of urgent but needs to be accomplished in an expedited time frame or has a deadline.	Maintenance Request Form	Warrants an expedited response in typically 24 to 48hours or before event deadline.	Broken doors, window screens, wall damage, computer issues, burnt out lights in critical areas, repairs to equipment/appliances, fire extinguisher missing/defective
Routine Normal maintenance or service item that does not pose an immediate risk.	Maintenance Request Form	Warrants scheduling or a 1-2-week response time, sometimes shorter sometimes longer.	Toilet running, noisy/leaky faucets, low water pressure, burnt out lights, lights flickering, light switches broken, light fixtures falling down/broken, graffiti
Deferred Work that has been intentionally or unintentionally delayed or work to be done when time permits.	Maintenance Request Form	Response time has no limits	Painting, special projects such as recreational, landscaping, and improvements