



Supported Housing repairs and maintenance request form

Use this form to request non-urgent maintenance for Kāinga Ora Supported Housing, including Community Group and Transitional Housing properties.

Once completed, **attach this form and photos of your repair** to an email – along with any supporting information – and send it to **repairs@kaingaora.govt.nz**. If you experience any issues submitting this form, please contact your Supported Housing Regional Lead for assistance.

For issues that present an immediate risk to health, safety or property, please call the Core Hours Urgent Response line between 8am to 6.30pm on weekdays, or our Customer Service Centre on **0800 801 601** after hours and on public holidays.

Urgent health and safety examples include:

- **Bad water leaks, no hot water or cold water**
- **Issues with your toilet, shower, basin or sewage**
- **Blocked or overflowing drains**
- **Gas leaks or gas not working**
- **Power not working**
- **Security issues like a broken exterior door, lock or window**
- **Fire safety issues, broken smoke detectors, or clear ways to exit in an emergency**

Step 1: Provider details

Who is completing this form?

Full name:

Job title:

Phone number:

Email address:

What is the name of the organisation you're requesting maintenance for?

Step 2: Property details

Street address:

Suburb:

City:

Tenancy Reference (if known):

Does this property have a sprinkler system?

☐

Yes

☐

No

Step 3: Repair details

Where is the repair needed?

Please select

If you selected *Other*, please specify:

What needs to be repaired?

Describe the issue:

What caused the issue?

Please select

If you selected *Other*, please provide details:

Step 4: Additional repairs

Are any additional repairs needed for this property? ☐ Yes ☐ No

Where is the repair needed?	What needs to be repaired?	Description
Please select		
Please select		
Please select		

Step 5: Photos

When you submit this form, please make sure your email includes attached photos of any repairs identified in both steps 3 and 4.

If you're submitting more than one photo, add the filename and a brief description of all images to the table below to help us identify which photos relate to each repair:

File Name	Description

Step 6: Property access

Who should we contact to arrange access to this property?

Leave blank if the on-site contact is the same person listed in Step 1.

Full name:

Job title:

Phone number:

Email address:

What time(s) suit best for repair work to take place?

Select as many as apply.

	M	T	W	T	F
AM	☐	☐	☐	☐	☐
PM	☐	☐	☐	☐	☐

If you need to give a more specific timeframe, please include it here:

Special access instructions:

Is there a dog on the property?

☐ Yes ☐ No

Step 7: Anything else we should know?

Terms and conditions

By submitting this form, you acknowledge that:

Kāinga Ora will assess each repair request received and may decide whether to undertake the requested repair or decline to do so.

Responsibility for repair costs may be assessed before and/or after repair work is completed.

You may be charged for repair costs where damage has been caused by a provider, resident, household member, or associated party.

Information provided in this form will be used to assess, manage, and action maintenance requests and may be shared with contractors where necessary to complete repair work.

Requests containing inappropriate, offensive, unlawful, or vexatious content may not be processed.