

REPORTING MAINTENANCE GUIDE



MAINTENANCE GUIDE

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PREVENTING AND IDENTIFYING

1. Inspect the Issue Thoroughly

- **Identify the Problem:** Carefully examine the problem to understand its nature and extent. Check if it's a minor issue that can be temporarily fixed or a major one needing professional attention.
- **Assess Impact:** Check how the issue is affecting the property and any secondary damage it may be causing in related areas
- **Check the liability,** ask your property manager or refer to your tenancy agreement to confirm who should be fixing the issue, if its your responsibility advise your property manager of how you are repairing and ask for relevant contractor recommendation if required.

2. Take Preventative Measures

- **Regular Cleaning:** Maintain cleanliness to prevent minor issues from escalating. Regularly clean areas prone to problems such as kitchens, bathrooms, and windows.
- **Garden Maintenance:** Keep your garden in good condition to avoid issues like overgrowth affecting the property or causing damage.



REPORTING THE ISSUE

- Provide Clear Details: When reporting, be specific about:
 - Location: Describe the exact location of the issue in the property (e.g., “the kitchen ceiling” or “the bathroom sink”).
 - Timing: Mention when you first noticed the problem and any changes over time.
 - Actions Taken: Note any steps you have taken to address or mitigate the issue yourself.
 - Impact: Explain how the problem is affecting the property, such as water damage, mold growth, fence damage etc.
- Include Evidence: Attach photos and videos of the issue to provide a visual reference. Ensure the images are clear and show the problem from multiple angles.

COMMUNICATION

- **Report to the Right Person:** Send your report to your property manager or landlord as per the established procedure.
- **Follow Up:** After submitting your report, follow up to ensure it has been received and is being processed.
- **Arrange Quotes and Repairs:** If needed, assist in arranging quotes for repairs by providing access to the property or coordinating with repair professionals.
- **Maintain Communication:** Keep an open line of communication to discuss progress and any updates regarding the repair process.



MONITORING



- **Inspect Repairs:** Once the repair is completed, check the work to ensure it has been done to your satisfaction and that the issue has been resolved.
- **Report Any Remaining Issues:** If the problem persists or new issues arise, report them promptly to ensure further action is taken.