

Tenant Repair Request Checklist

By Checklister

- ☐ Record and triage the reported repair
 - ☐ Link the approved repair request

Record a permitted internal request/property-unit reference. Keep tenant identity, contact details and full addresses in the property system.
 - ☐ Record when the report arrived

Use the actual received time from the approved channel. Record the time zone in Comments when needed.
 - ☐ Record the reported fault

State the tenant-reported symptom without diagnosing its cause: for example, water appearing below a basin when the tap runs. Attribute any later staff observation separately in Comments. Store only necessary operational information.
 - ☐ Locate the affected room or asset

Record the practical location needed to find the fault, such as bathroom basin or kitchen ceiling. Use the case reference for the property; keep full contact and access details in the approved system.
 - ☐ Reference useful issue evidence

If permitted evidence exists, record the property-system photo or document reference. Keep unrelated people, possessions and private information out of this operational record.
 - ☐ Apply the property's urgency process

Use the approved triage and emergency contacts. Urgent conditions must not wait for normal appointment handling. Record the receiving lead and time in Comments.
 - ☐ Confirm the accepted case owner

Record the person or role who accepted responsibility for the next action. A referral without acknowledgment is still pending.
- ☐ Authorize and arrange the work
 - ☐ Record the approved repair scope

State the work authorized for this case, or reference the controlled work order. Separate the reported fault from the approved scope; new work requires the appropriate approval.
 - ☐ Verify work and spending authority

Verify the approved scope and spending authority in the property's process. Record the authorization reference or pending approval owner. Do not commission unapproved extra work.
 - ☐ Confirm the suitable contractor

Use the approved provider for the scoped work and qualified personnel where required. Record the assignment reference; do not store insurance or identity document copies here.
 - ☐ Confirm permitted access

Follow applicable local obligations and the property's tenant-access arrangements. Record agreement status only; keep keys and codes secure.
 - ☐ Agree the appointment window

Record the agreed date, arrival window and time zone, not an unconfirmed preference. Keep the access arrangements in the approved property record.
 - ☐ Confirm the appointment was communicated

Use the approved tenant and contractor communication routes. Record whether both have the agreed window or who still needs follow-up. This checklist does not send a message.
- ☐ Track the visit and updates
 - ☐ Record the visit outcome

Record the actual attendance and findings in the request system. A missed visit, new scope or delay needs an accepted next action.
 - ☐ Record the work actually carried out

Reference the contractor's work record or summarize the actual repair. Distinguish completed work from additional work recommended or awaiting approval.
 - ☐ Record the next tenant update

Record the agreed next update time and the work contact or role responsible, or reference the update already sent. This field does not send or schedule a message.

- ☐ **Record the next action after a delay or changed scope**
If the visit failed, parts are missing or the scope changed, state the next practical action and accepted owner. Keep the request open in the property system and obtain any additional authority before work.
- ☐ **Record the next case review time**
Where work remains open, record the agreed review time and set the actionable task's due date in the usual controls.
- ☐ **Verify and close or carry forward**
 - ☐ **Review completion evidence**
Record what was done and a permitted evidence reference. Attendance or an invoice alone does not establish that the original fault is resolved.
 - ☐ **Define the original-fault acceptance check**
State the agreed, safe check that would show the reported fault is resolved, such as no visible water during authorized normal use after the specified repair. Qualified personnel perform specialist tests. Do not improvise a technical acceptance threshold.
 - ☐ **Verify the original issue is resolved**
Use the agreed check and the authorized reviewer or tenant feedback as appropriate. Record whether the original fault is resolved; an invoice or attendance alone is not verification.
 - ☐ **Identify the verifier**
Record the authorized staff/contractor role or note that tenant feedback is recorded in the property system. Do not duplicate tenant contact details.
 - ☐ **Record the verification time**
Use the actual time of the accepted check or feedback.
 - ☐ **Close or carry forward the request**
Record the authorized closure reference, or the reopened issue and accepted next action. Keep unresolved work open in the property system and inform the tenant through the approved route.
 - ☐ **Record tenant outcome communication**
Record whether the approved outcome update was sent and acknowledged where the property process requires it. A continuing fault must return to the case owner.