

Repair and works order

The complaint is nearly always about the gap, not the work. Record the times.

Record when the landlord authorised it — a repair waiting three weeks for an absent landlord is a different failure from a contractor who did not turn up, and an agent who cannot show which carries the blame for both. Confirm to the tenant when it is finished; a repair completed and never confirmed is, from their side, still outstanding.

PROPERTY	TENANCY	WORKS ORDER NUMBER
RAISED BY	DATE RAISED	TIME RAISED

WHAT WAS REPORTED

Reported by — name and contact

Date and time it came in

How it was reported

In the tenant's own words

Is anything unsafe, or is the property uninhabitable?

Has this been reported before? When

PRIORITY

From your own repair categories. None is printed here.

PRIORITY ASSIGNED	ASSIGNED BY
TARGET ATTENDANCE	TARGET COMPLETION

LANDLORD AUTHORITY

The commonest cause of delay in managed lettings, and the one nobody records.

Within the agent's standing authority?

Quote obtained — contractor and amount

Landlord contacted on (date and time), how

Landlord authorised on (date and time)

Any delay in obtaining authority, and why

CONTRACTOR AND ACCESS

Contractor instructed — name and date

Appointment offered to the tenant on

Tenant agreed the appointment on

Access arrangement — tenant present, key, or other

Attendance date and time

Missed appointments — date, by whom, and what was done

WHAT WAS DONE

FOLLOW-ON AND COMPLETION

Further work required — what and why	
New works order raised — number	
Parts ordered, and expected date	
Date work completed	
Invoice received — amount — passed to landlord on	
Tenant confirmed complete on (date) — how	

CLOSE

CLOSED BY	DATE
TENANT SATISFIED?	ANYTHING OUTSTANDING