

Illustrative Repairs Follow-Up Note

A short example of the kind of practical note that can be prepared after reviewing visible repair/contact routes.

Illustrative example only. Not a client case study, legal advice, software functionality or guaranteed result.

Visible route reviewed Repairs page, contact page, maintenance email route and public tenant instructions.

3 likely follow-up risks

- 1 Repair reports enter through several routes**
 The risk is not always that the report is unseen. The risk is that it lands in one place, then the next owner is unclear.
- 2 Contractor chasing may rely on memory**
 A contractor may be instructed, but without a chase date for ETA, quote, attendance or completion, routine repairs can drift.
- 3 Tenants may not know the next update point**
 The repair route may explain how to report the issue, but not when the tenant should expect the next update.

FIRST CHECKS

3 things to check first

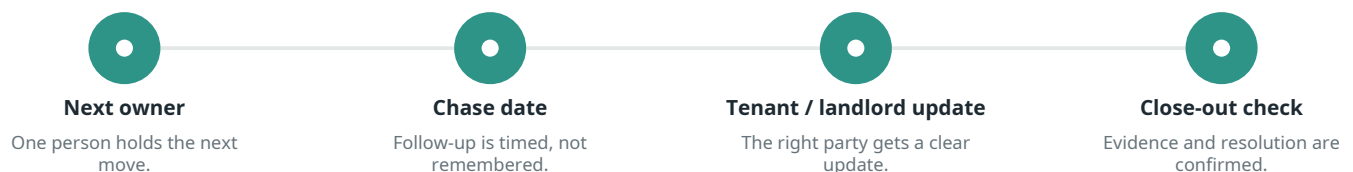
- 1. Named next owner**
 Does every repair have one person holding the next step?
- 2. Contractor chase date**
 Does every instruction have a due date for ETA, attendance or evidence?
- 3. Clear update trigger**
 Does the team know when to update the landlord and tenant?

Main observation

The first issue is usually not repair logging. The bigger issue is what happens after the repair has been reported: who owns the next step, when the contractor is chased, who updates the landlord, and whether the tenant knows what is happening next.

How Property Follow-Up helps

Property Follow-Up helps make the key repair follow-up points clearer: who owns the next step, when the contractor is chased, when the landlord is updated, when the tenant hears back, and when the repair is properly closed.



Want a practical first look at your repair route?

Request a free Repairs Follow-Up Note at propertyfollowup.co.uk