

We have included the excerpt from the Operations Manual for instructions referring to the Manager Log. You will find this information in Chapter 2 Pages 2-3.

## Manager Log

The manager log is used to document resident issues, pricing, concessions and discount changes.

- ☞ A new Manager Log is started on January 1. The previous year's log is to be sent to the Central Office on December 31.
- ☞ Obtain a hardback diary or black/white composition notebook.
- ☞ Use factual, succinct and professional language.
- ☞ Include sufficient detail to be of value at a later date, such as full names of the individuals involved, date and time of incident, description of the incident, witnesses or other supporting data.
- ☞ The information in the log book is useful for: completing the "resident conduct" section on the Weekly Progress Report; completing documentation for a request for violation letter; documentation in the event of court action; to document repair history; to show pricing, concessions and discounts that are implemented, based upon a certain time and not for specific and distinct applicants.

## Maintenance Log Book

Proper documentation and accurate record-keeping are essential daily tasks in property management. One area in which this is of vital importance is in maintenance.

Appropriate documentation of incoming and completed maintenance requests provides Cambridge with the following:

- ☞ Assurance that no request is missed or left incomplete
- ☞ Compliance with Fair Housing
- ☞ Data on the frequency, type and volume of requests
- ☞ An excellent tool for follow-up customer service with residents

A formal process such as this protects Cambridge from certain legal liabilities and exposure, minimizes room for error and consistently tracks activity at each site.

Once you have purchased a red, spiral-bound notebook, follow these instructions:

- ☞ Labels are provided for your convenience. The labels are affixed to the upper inside of the front cover and they indicate how each page is to be filled out. You may make labels of your own in the same format for each page if you wish.
- ☞ Log each incoming maintenance request by filling in the information in each column. Include common area and exterior maintenance issues as well as resident requests. Essentially any maintenance work is logged in this spiral.
- ☞ Be sure to note the date completed and initials of the person completing the request—train maintenance staff on using this log book, too.

As a thoughtful and effective means of resident retention, make sure to follow-up within three days of completion to confirm the job was completed to the resident's satisfaction.

- ☞ Keep the notebook in a place accessible to all staff—preferably next to the maintenance requests.
- ☞ DO NOT remove any pages. This is a document that can be used for court issues, if necessary. Use only pen, not pencil, to write in the notebook.

When the notebook is close to full, purchase another RED SPIRAL NOTEBOOK. When the log book is full, send the completed notebook to the Central Office. Cambridge will request all outstanding notebooks for each year at year-end and sites will mail these to Cambridge for permanent filing. (This may mean that only partially used notebooks are mailed in.)



A formal process such as this protects Cambridge from certain legal liabilities and exposure.