

## MANAGEMENT'S MAINTENANCE LOG BOOK INSTRUCTIONS

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

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

- \* Assurance that no request is missed or left incomplete
- \* Business records that document compliance with Fair Housing
- \* Data on the frequency, type, and volume of requests
- \* Resident retention tool resulting from follow-up customer service with residents

This formal process protects your property from certain legal liabilities and exposure and minimizes room for error by consistently tracking activity at each site.

For consistency, please complete the maintenance log book using the column headings below:

Date	Apt #	Resident Name	Request	Date Complete	Maint. Initial	Manager Initial Follow-up
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*For further information please refer to chapter 20 in the Operations Manual*

## MANAGEMENT LOG BOOK INSTRUCTIONS

Management logbooks are daily business records of incidents, conversations, observations, and actions written by you and other staff members at your property. This log book can be your defense in a court of law, it can be used by city authorities to prosecute others, and it can be our "witness" to acts by tenants, guest or others. Below are some guidelines for use of your logbooks. **DO NOT TEAR PAGES OUT OF LOG BOOK FOR ANY REASON. THIS IS A PERMANENT RECORD OF PROPERTY HISTORY.**

- \* Use a pen, blue or black ink is preferable. That way, nothing can be erased from the book.
- \* Make notes of the events that went on that day. If nothing happened that day, write "No Entries". Be sure to make some kind of entry each day and be consistent.
- \* Be specific with your entries. List what the event was, when the event happened, who it was with, and where it took place. Remember the 4 W's (who, what, where, and when).
- \* Record arrangements/agreements made by you or others; instructions given to you by supervisors, vendors and/or tenants; observations of tenants, guests, or suspicious activity; vehicle/parking information; telephone inquiries, etc.
- \* On the cover, list the date of the first entry and the date of the last entry. That will make it easy to refer back to past entries.

*For further information please refer to chapter 2 in the Operations Manual*