

Keep every repair moving.

Six checks for a clear next step, from the first report to the final response.

- 1 Record the problem**
 Keep one reference, the property and precise location, symptoms, report date and impact. Record what the reporter observed; do not ask them to diagnose the fault.
- 2 Assign the next action**
 Name an owner, assess urgency and set an honest next-update date. Use your separate emergency route when a routine repair queue is not appropriate.
- 3 Agree the work before approval**
 Compare scope, materials, tax, exclusions and proposed dates. Identify the approved quote version and record who authorised the work or any variation.
- 4 Coordinate access and updates**
 Agree appointment and access arrangements separately. Keep access codes out of general repair notes. Record delays and tell the reporter what happens next.
- 5 Review completion evidence**
 Compare the result with the approved scope. Retain relevant photographs and documents. A photo alone is not proof of safety, testing or correct performance.
- 6 Ask whether the issue is fixed**
 Keep property-team sign-off separate from the reporter's response. Record "no response yet" honestly. If the issue remains, preserve the history and assign follow-up.



A clearer place for the record.

Use the worksheet on page 2 with your current process, or explore TennanSeed. Core is free; contractor jobs and quote approvals require Enterprise.

tennanseed.com/landlord-guides

Organisational guidance only. Appropriate assessment, testing and certification depend on the work. Do not approach a hazard to obtain evidence.

One repair. One useful record.

Print one copy for each repair. Use references for sensitive files and agree access arrangements separately.

REPAIR REFERENCE / PROPERTY REFERENCE / REPORT DATE

PRECISE LOCATION / REPORTED SYMPTOMS / IMPACT

OWNER / URGENCY ASSESSMENT / NEXT ACTION / NEXT UPDATE

APPROVED SCOPE / QUOTE VERSION / DECISION-MAKER / VARIATIONS

APPOINTMENT / WORK CARRIED OUT / COMPLETION DATE

EVIDENCE AND DOCUMENT REFERENCES / REMAINING ACTIONS

PROPERTY-TEAM SIGN-OFF / DATE

REPORTER RESPONSE / DATE: FIXED, PROBLEM REMAINS, OR NO RESPONSE YET

If unresolved: retain the history, name the follow-up owner and record the next update. Completion sign-off does not itself settle an invoice or authorise extra work.

More checklists and templates: tennanseed.com/landlord-guides