SOP Template: Property Maintenance Request Handling and Dispatch

This SOP describes the process for **property maintenance request handling and dispatch**, including the submission, evaluation, prioritization, and scheduling of maintenance requests. It ensures timely communication between tenants, maintenance staff, and management, allocates resources efficiently, and monitors the progress of work orders to maintain property conditions and resident satisfaction.

1. Purpose

To establish a standardized procedure for receiving, evaluating, prioritizing, assigning, and tracking property maintenance requests.

2. Scope

This SOP applies to all maintenance requests submitted by tenants, employees, or discovered by property staff for all managed properties.

3. Roles & Responsibilities

Role	Responsibility
Tenant/Requester	Submits maintenance requests with detailed information.
Property Management Staff	Receives, records, evaluates, and prioritizes requests; communicates status updates.
Maintenance Supervisor/Coordinator	Assigns and schedules maintenance tasks; dispatches staff or service providers.
Maintenance Staff	Completes assigned work orders and reports completion.
Management	Monitors process performance and resident satisfaction.

4. Procedure

1. **Request Submission**
   - Tenant or staff submits a maintenance request via approved channel (portal, email, phone call, or in person).
   - Request must include: property address/unit, requester's information, detailed description of the issue, urgency, and any access concerns.

2. **Request Logging and Acknowledgement**
   - Record request in the maintenance management system (MMS) or logbook with timestamp.
   - Send acknowledgement to requester within 24 hours.

3. **Evaluation & Categorization**
   - Determine nature and urgency: *Emergency, Urgent, Routine*.

4. **Prioritization**
   - Prioritize according to severity, safety, and impact on residents/property.
   - Update the MMS with priority status.

5. **Dispatch & Scheduling**
   - Assign and schedule requests to in-house staff or approved contractors.
   - Provide all relevant details, access instructions, and required materials/tools.

6. **Communication**
   - Inform requester of estimated schedule and assigned personnel.
   - Maintain status updates throughout the process.

7. **Completion & Confirmation**
   - Maintenance staff completes work and updates the MMS with completion notes and photos if required.
   - Requester is notified of completion and asked for feedback.

8. **Follow-Up & Documentation**
   - Follow up on unresolved or recurring issues.
   - Document lessons learned and update procedures for continuous improvement.

5. Priority Levels & Response Times

Priority Level	Description	Response Time
Emergency	Health/safety risk, major utility/service outage, flooding, fire, gas leaks	Within 1-2 hours
Urgent	Significant inconvenience or damage if delayed, e.g., lockouts, non-working appliances	Within 24 hours
Routine	Minor repairs or maintenance, does not impact safety or basic functions	Within 3-7 days

6. Monitoring & Reporting

- Review outstanding and completed work orders weekly.
- Track key performance indicators (KPIs): response time, completion, tenant satisfaction.
- Report trends and issues to management monthly.

7. Documentation & Record Keeping

- Retain all maintenance requests, work orders, and communication logs as per company policy.
- Ensure data privacy and access controls are enforced.

8. Review

This SOP is to be reviewed annually or after major incidents to ensure effectiveness and compliance with regulations and company policies.