SOP: Routine Property Inspections and Maintenance Scheduling

This SOP details the process for **routine property inspections and maintenance scheduling**, including regular assessment of property conditions, identification of maintenance needs, prioritization of tasks, scheduling and assigning maintenance activities, and documentation of inspection findings. The objective is to ensure timely and effective upkeep of property assets, prevent deterioration, enhance safety, and maintain overall operational efficiency through systematic inspections and proactive maintenance planning.

1. Purpose

To provide a standardized process for conducting regular property inspections, identifying and prioritizing maintenance needs, scheduling and executing maintenance activities, and maintaining records to ensure property assets remain in optimal condition.

2. Scope

This SOP applies to all properties managed by the organization, including residential, commercial, and mixed-use facilities.

3. Responsibilities

- **Property Manager:** Oversees inspection and maintenance processes, reviews reports, and ensures compliance.
- **Maintenance Supervisor:** Assigns tasks, coordinates with vendors, and verifies completion of maintenance activities.
- **Inspector:** Performs property inspections, documents findings, and recommends maintenance actions.
- **Maintenance Staff:** Executes assigned maintenance tasks.

4. Procedure

4.1 Inspection Scheduling

1. Prepare an annual inspection calendar specifying inspection frequency (e.g., monthly, quarterly, bi-annually).
2. Notify relevant staff and tenants in advance of upcoming inspections.

4.2 Conducting Inspections

1. Use standardized inspection checklist to assess property interior, exterior, mechanical, electrical, plumbing, safety features, and common areas.
2. Record observations, noting any deficiencies, safety hazards, or areas requiring maintenance.
3. Photograph issues for documentation where appropriate.

4.3 Identifying and Prioritizing Maintenance Needs

1. Review inspection findings and create a maintenance task list.
2. Prioritize tasks by urgency (e.g., safety-critical, urgent, routine, cosmetic).

4.4 Scheduling and Assigning Maintenance

1. Assign maintenance tasks to internal staff or external vendors as appropriate.
2. Schedule tasks based on priority and resource availability.
3. Track progress in a maintenance log or property management system.

4.5 Documentation and Reporting

1. Complete and store inspection reports, maintenance logs, and relevant communications in a centralized repository.
2. Report major issues or completed projects to senior management.
3. Review records for trends or recurring issues and plan preventive actions as needed.

5. Documentation

Document	Description	Retention Period

Inspection Checklist	Form used to record inspection observations and findings.	3 years
Maintenance Log	Log of all maintenance activities, assignments, and completion dates.	3 years
Inspection Report	Summary report of inspection results and recommendations.	3 years

6. Review and Improvement

- Review SOP annually or as needed to incorporate new requirements or improve the process.
- Solicit feedback from involved personnel to enhance SOP effectiveness.

7. References

- Property Management Policy
- Health and Safety Regulations
- Local Building Codes

8. Revision History

Date	Version	Description of Change	Author
2024-06-28	1.0	Initial SOP release	Admin