

Maintenance request form

One form for tenants, clients and staff to report a problem. Everything the person fixing it needs, asked once.

Property address	_____	Tenant / occupier present for access?	_____
Reported by (name, phone, email)	_____	Preferred contact method and times	_____
Date and time reported	_____	Pets or hazards at the property	_____
Request number	_____	Access: key, code, who to call	_____

1. The problem

WHAT IS WRONG, WHERE, AND SINCE WHEN	PHOTOS ATTACHED (HOW MANY)

- ☐ Urgent: no water, no power, no heating in winter, sewage, security (door or window will not lock), active leak, gas smell. Call _____ as well as sending this form
- ☐ Routine: everything else; we respond within ____ working days
- ☐ Has anything been done already (water turned off, breaker reset)? _____

2. Office use

LOGGED BY	PRIORITY (URGENT / 48H / 7 DAYS / NEXT VISIT)	ASSIGNED TO	QUOTE NEEDED? (OVER \$____)	CLIENT APPROVAL GIVEN (DATE)	SCHEDULED DATE

3. Completion

WORK DONE	PARTS AND COST	DATE COMPLETED	REPORTER TOLD (DATE, HOW)

Keep the form with the invoice. Contact and access details are personal information under the Privacy Act 2020: collect only what is needed, store it securely, and do not leave this form in a shared folder the whole team can read.

Maintenance log

One line per job, in date order. The history a new team member, a client or the Tenancy Tribunal can read.

PropertyYear

Client / ownerPage

DATE REPORTED	REPORTED BY	PROBLEM AND LOCATION	PRIORITY	ASSIGNED TO	DATE DONE	COST (EXCL GST)	INVOICE NO.	FOLLOW-UP NEEDED?

Review the log quarterly with the client: a tap washer three times is a tap to replace; a damp wall twice is a drainage problem, not a cleaning one.

Key register

Every key, fob, remote and code you hold for a client, who has it now, and when it came back.

Keys held

KEY ID (TAG)	PROPERTY	TYPE (DOOR, GATE, GARAGE, FOB, REMOTE)	QUANTITY HELD	WHERE STORED (SAFE, HOOK NO.)	ALARM CODE HELD? (YES / NO, STORED SEPARATELY)	CLIENT APPROVAL FOR HOLDING (DATE)

Sign out and in

KEY ID	SIGNED OUT BY	DATE / TIME OUT	PURPOSE	DATE / TIME IN	RECEIVED BY	CONDITION

Rules: keys are tagged with an ID, never an address. Codes are stored separately from keys. A key out overnight is reported to the owner of the register. A lost key is reported to the client the same day and the lock change is at our cost unless agreed otherwise. Keys are returned, and codes deleted, within 7 days of a contract ending. Access details are personal information (Privacy Act 2020); the client may ask what you hold and how it is kept.

Across 12,570 publicly posted reviews of NZ cleaning, garden and pest control businesses, responsiveness is praised in 21 to 36% of positive reviews, and slow communication is a top complaint theme in negative cleaning reviews (about 7%). A logged request with a date on it is the difference.