

Repairs Backlog Review

From scattered records to clear next actions.

BEFORE / THE RECORDS PROVIDED

R01 | Kitchen tap dripping

Property A, Flat 2

- 1 Oct: Resident reports a dripping tap.
- 3 Oct: Contractor says the washer was changed; job done.
- 6 Oct: Resident reports the tap is still dripping.

R02 | Loose window handle

Property B, Flat 4

- 2 Oct: Handle reported loose; window closes and locks.
- 5 Oct: Contractor says a replacement part is ordered.
- 8 Oct: Internal note asks for an update. No appointment recorded.

R03 | Bathroom extractor fan

Property C, Flat 1

- 28 Sep: Work order raised for a fan that is not working.
- 4 Oct: Invoice says the fan was replaced.
- 5 Oct: Case marked closed. No test or completion report supplied.

£300 fixed | Up to 15 repair cases

One action tracker and a 30-minute handover call.
Within five working days of receiving the agreed records.

Introductory offer. One case means one repair issue.

All cases, properties and records are invented. This demonstrates the service; it is not a client case study.

The reviewed action tracker

AFTER / FINDINGS AS AT 12 OCTOBER 2026

R01 | Kitchen tap

Unresolved after reported completion

Missing	Current condition and follow-up job details.
Next action	Arrange reassessment and confirm an appointment.
Owner*	Client repairs coordinator.
Close when	Follow-up record confirms the reported drip is resolved.

R02 | Window handle

Awaiting part; no return visit recorded

Missing	Part delivery estimate and return appointment.
Next action	Obtain dates and check whether the window still locks.
Owner*	Client repairs coordinator.
Close when	Completion record confirms the handle is secure and the window closes and locks.

R03 | Extractor fan

Marked closed; completion evidence missing

Missing	Completion report and functional test result.
Next action	Request records; arrange verification if evidence is unavailable or the fault continues.
Owner*	Client repairs coordinator.
Close when	Completion and test records support closure; follow up on any continuing fault report.

*Proposed owners are agreed at handover. These are review findings and recommended actions; no chasing or bookings have been carried out.

Scope: record review and organisation. Contractor chasing, visits, technical inspections and repair delivery require a separate agreement. Priorities and response deadlines follow the client's policy and confirmed circumstances.