STANDARD OPERATING PROCEDURE

Tenant Maintenance Request SOP

Document no.	SOP-PRM-003
Revision	1.0
Owner	Property Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To resolve tenant maintenance requests quickly and safely, prioritizing urgent issues and keeping the tenant informed from intake through completion.

2. Scope

Applies to tenant-submitted repair and maintenance requests for occupied units. Preventive maintenance schedules and vacant unit turnover work are covered by separate SOPs.

Definitions

Emergency maintenance	An issue that threatens health, safety, or the structure, such as no heat in freezing weather, a gas smell, or active flooding.
Work order	The record created for a maintenance request, tracking its priority, assigned technician, and status until closed.

3. Responsibilities

Property Manager	Reviews escalated or high-cost requests and approves outside contractor work.
Leasing Agent	Logs incoming requests, triages urgency, and communicates scheduling and status to the tenant.
Maintenance Technician	Diagnoses and completes the repair and reports back on parts, cause, and follow-up needed.

RACI matrix

Activity	Property Manager	Leasing Agent	Maintenance Technician
Log and triage the request	I	R/A	C
Respond to an emergency request	I	C	R/A
Schedule access with the tenant	I	R/A	C
Complete and document the repair	I	-	R/A
Approve outside contractor work	R/A	C	C

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Property management software or work order system
- Maintenance request intake form
- Notice-to-enter form
- Basic tool kit and common spare parts
- Contractor contact list for specialty repairs

Personal protective equipment

- Work gloves
- Safety glasses for repair tasks

5. Procedure

Step	Task	Owner	Done
5.1	**Log the incoming request** Log every maintenance request in the work order system with the tenant's description, unit number, and the date and time it was received, regardless of how it came in.	Leasing Agent	☐
5.2	**Triage the urgency level** Classify the request as emergency, urgent, or routine based on the description, using the property's defined criteria for each level. **Checkpoint:** Every request is assigned an urgency level within the response time the property has committed to tenants.	Leasing Agent	☐
5.3	**Respond immediately to an emergency** For an emergency such as no heat in freezing weather, a gas smell, or active flooding, dispatch a technician or emergency contractor immediately and follow up with the tenant by phone. **Warning:** For a gas leak or suspected carbon monoxide, tell the tenant to evacuate and call the gas utility or emergency services before a technician is dispatched.	Maintenance Technician	☐
5.4	**Schedule access with the tenant** Contact the tenant to schedule a repair window and confirm the notice-to-enter requirement under the lease and local law has been met.	Leasing Agent	☐
5.5	**Gather parts and tools before dispatch** Review the request details and gather likely tools and parts before heading to the unit, to avoid an extra trip for a common repair.	Maintenance Technician	☐
5.6	**Diagnose the issue on site** Inspect the reported issue on site, confirm the cause, and determine whether it can be resolved with materials on hand or needs a follow-up visit or specialist.	Maintenance Technician	☐
5.7	**Complete the repair** Complete the repair to the property's standard, test that the fix works under normal use, and clean up the work area before leaving. **Checkpoint:** The repaired system or fixture is tested and confirmed working before the technician leaves the unit.	Maintenance Technician	☐
5.8	**Get approval for outside contractor work** When a repair needs a licensed specialist or exceeds the technician's authority to spend, submit the estimate to the property manager for approval before scheduling the contractor.	Property Manager	☐

Step	Task	Owner	Done
5.9	**Document the work order** Record what was found, what was done, parts used, and time spent on the work order, including any follow-up work still needed.	Maintenance Technician	☐
5.10	**Confirm completion with the tenant** Notify the tenant that the repair is complete and ask them to confirm the issue is resolved, logging any reported ongoing problem for follow-up.	Leasing Agent	☐
5.11	**Close the work order** Close the work order in the system once the tenant confirms the issue is resolved, or reopen it if the problem recurs.	Leasing Agent	☐

6. Quality checks

- Every request is logged with a work order and an assigned urgency level.
- Emergency requests receive a documented response within the property's committed time.
- Notice-to-enter requirements are met before entering an occupied unit.
- Completed repairs are tested on site before the technician leaves.

7. Records

- Maintenance work order log
- Notice-to-enter records
- Contractor estimates and approvals
- Tenant completion confirmations

8. KPIs

- Average response time by urgency level
- Percentage of requests closed on the first visit
- Repeat request rate within 30 days

9. Common mistakes

- Misclassifying an emergency request as routine.
- Entering a unit without meeting notice requirements.
- Closing a work order before the tenant confirms the issue is resolved.
- Not documenting the cause and parts used, making repeat issues hard to track.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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