facilio

Property Management Work Order

Take a tenant request through entry permission, an owner approval limit and a vendor visit, and settle who pays before the invoice arrives.

✦ Part A — The request

1. Work order details

Work order number *e.g. PM-2026-0642*	
Date and time received	
Received by	
Received via *Phone / Email / Tenant portal / In person / Inspection*	
Property address	
Unit or suite	
Owner or landlord	
Property manager	

2. Tenant and access

Tenant name	
Phone and email	
Best time to attend	
Permission to enter without tenant present *Yes / No — written consent held*	
Notice period required by the lease or by law	
Notice given on	

Key, code or lockbox	
Pets on site	
Occupied or vacant *Occupied / Vacant / Turnover*	

3. The issue

Reported issue, in the tenant's words	
Location within the unit	
Appliance or system affected	
Classification *Emergency — habitability or safety / Urgent / Routine / Cosmetic*	
Habitability affected *Heat / Water / Sewage / Electricity / Security / Structural / None*	
Tenant caused *Yes / No / Disputed — evidence*	
Previous work order for the same issue *Yes / No — reference*	

✦ Part B — Approval and who pays

4. Owner approval

Standing approval limit for this property *the amount you may spend without asking*	
Estimated cost of this work	
Amount over the limit	
Owner approval required *Yes / No*	
Owner contacted on	
Owner decision and date	

✦ If the amount over the limit is zero or negative you may proceed. This is the single question that most often stalls a repair, and it is answerable in one line.

5. Responsibility and cost allocation

Cost element	Amount	Owner	Tenant	Warranty or insurance
Replace kitchen mixer tap	*148.00*	*148.00*	*0.00*	*0.00*
Totals				

✦ Allocate every line at the time, while the evidence is fresh. Deciding at the end of the tenancy that a repair was tenant damage rarely survives a deposit dispute.

✦ Part C — The vendor visit

6. Vendor assignment

Assigned to *In-house maintenance / Vendor*	
Vendor company and trade	
Contact name and phone	
Insurance and licence verified *Yes / No — expiry*	

Purchase order number	
Date scheduled	
Tenant notified of the appointment *Yes / No — how and when*	
Vendor quote received *Yes / No — amount*	

7. Work completed

Date attended	
Entry method used *Tenant present / Key / Lockbox / Not gained*	
Work carried out	
Parts or appliances supplied	
Further work required	
Unit left secure and clean *Yes / No*	
Photos taken before and after *Yes / No — where stored*	

8. Invoice reconciliation

Estimated cost	
Vendor invoice amount	
Variance against estimate	
Management fee or markup (%) *e.g. 10*	
Management fee	
Total charged to the owner statement	

Recharged to the tenant	
Claimed on warranty or insurance	

9. Closure

Tenant confirms the issue is resolved *Yes / No — date*	
Tenant comments	
Owner statement updated *Yes / No*	
Closed by and date	
Documents filed *Invoice, quote, photos, warranty, consent to enter*	
