



Resident Request Resolution Checklist for Property Managers

Request Intake & Logging

Details regarding the initial receipt and recording of the resident's request.

Request Received Date

Enter date...

Request Received Time

Resident Name

Write something...

Unit Number

Write something...

Detailed Description of Request

Write something...

Request Category

- ☐ Maintenance
- ☐ Repair
- ☐ Safety
- ☐ Other

Priority Level (1-5)

Enter a number...

Request Status

- ☐ New
- ☐ Acknowledged

Request Prioritization & Assignment

Information on assessing urgency and assigning responsibility for resolution.

Request Urgency

- ☐ Emergency
- ☐ High
- ☐ Medium
- ☐ Low

Estimated Resolution Time (Days)

Enter a number...

Department Responsible

- ☐ Maintenance
- ☐ Management
- ☐ Landscaping
- ☐ Vendor (Specify)

Vendor Contact Details (if applicable)

Write something...

Assigned Date

Enter date...

Assigned To

Communication & Updates

Tracking communication with the resident regarding progress and timelines.

Initial Communication Date

Enter date...

Time of Initial Communication

Communication Method

- ☐ Phone
- ☐ Email
- ☐ In-Person
- ☐ Portal Message

Summary of Initial Communication

Write something...

Date of Last Update Sent

Enter date...

Details of Last Update Sent

Write something...

Update Status

- ☐ In Progress
- ☐ Pending Vendor
- ☐ Completed
- ☐ On Hold

Resolution & Completion

Documentation of the completed resolution and necessary follow-up actions.

Detailed Description of Resolution

Write something...

Resolution Completion Date

Enter date...

Resolution Completion Time

Cost of Resolution (if applicable)

Enter a number...

Resolution Method

- ☐ Internal Repair
- ☐ Vendor Repair
- ☐ Replacement
- ☐ Other

Supporting Documentation (Photos, Invoices)

 Upload File

Property Manager Signature

Documentation & Record Keeping

Ensuring all actions and outcomes are accurately recorded for future reference.

Detailed Description of Resolution

Write something...

Resolution Completion Date

Enter date...

Cost of Resolution (if applicable)

Enter a number...

Resolution Category

- ☐ Maintenance
- ☐ Repair
- ☐ Utilities
- ☐ Other

Supporting Documentation (e.g., Invoice, Photos)

 Upload File

Vendor/Contractor Involved (if applicable)

Write something...

Property Manager Signature

Follow-Up & Resident Satisfaction

Verifying the resident is satisfied with the resolution and addressing any outstanding concerns.

Follow-Up Date

Resolution Status

- ☐ Completed
- ☐ Pending
- ☐ Escalated

Resolution Time (Days)

Resident Satisfaction Level

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Resident Comments

Write something...

Additional Notes/Details

Write something...