Managing Maintenance
TRAINING REFERENCES

Tips for streamlining maintenance in your office:

- All maintenance must be entered into REST Professional as soon as it is received. Mark the job Status as Pending if you haven't yet taken any action.
- Ensure a photo or two is taken of the repair required. Maybe get the tenants to do this and email them to you.
- Use all the available features in the REST Professional maintenance screen to store any information relating to the job.

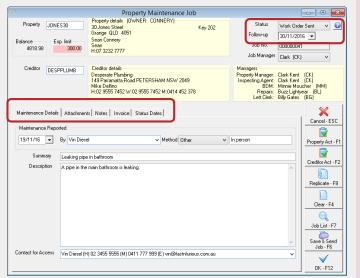**Maintenance details** - captures all the details of the maintenance job.

Attachments - attach images and documents to your maintenance jobs.

Notes - enter notes relating to the maintenance job.

Invoice – enter quote information & create a creditor disbursement.

Status Dates –is a look only screen and monitors the progress of the job as it evolves through the various stages.

By making use of all the tabs, status & follow up dates, you can efficiently record and track your property maintenance.

Pending – the job has been reported but no action has been taken.

Quote Requested – gather as many quotes as you need.

Awaiting Approval – from the owner.

Work Order Sent – the creditor is given the authority to do the job.

Completed – job is done.

Rejected – job will not be going ahead.

Hold – job is on hold.

Owner Attending – even if the owner will be completing the job, log it into REST.

Tracking Maintenance:
- **Portfolio Check** - open maintenance jobs for your portfolio display. Once the jobs are completed or rejected they automatically drop off the list.
- **Jobs list** – by default, the jobs list displays your current jobs. Use the filters to customise the list.
- **Reports** – generate system report via Reports > Property Maintenance.
- **Owner Portals** – Owners can track the progress of maintenance of their property from their Owner Portal. For more information on Owner Portals click here

REST
professional

For help click here to visit the Rockend Knowledgebase.