

The Property Management Call Log Guide

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A practical, employer-neutral system for recording calls, documenting maintenance issues, handling urgent reports and keeping follow-up visible.

Use fictional data when testing. This guide covers administrative workflow, not legal, accounting, emergency-response or HR advice. Follow the property’s current emergency and escalation policy.

1. Call log template

DATE AND TIME	RECEIVED BY
CALLER NAME	CALLBACK PHONE OR EMAIL
PROPERTY, UNIT, ACCOUNT OR FILE	
FACTS REPORTED	
PROMISE MADE AND DEADLINE	
LAST COMPLETED ACTION	
NEXT OWNER	NEXT REVIEW DATE
NEXT ACTION	
CORRECTION OR UPDATE HISTORY	

2. Resident communication checklist

- Confirm the caller's name, callback method and property/unit.
- Record the issue in the caller's own words before summarizing it.
- Separate facts already known from details still needing confirmation.
- State only the action and timing the office can actually promise.
- Record preferred contact method and any access instructions.
- Assign one next owner and one review date.
- Document the follow-up message and outcome.

3. Maintenance call documentation

- Location of the issue and when it started.
- What the caller observed: sound, smell, visible damage or loss of service.
- Whether the issue is active, intermittent or already stopped.
- People, rooms or property affected.
- Photos or documents received and where they are stored.
- Vendor or staff contact attempted, time and response.
- Next owner, next action and next review date.

4. Urgent-call procedure

1. Use the property's current emergency definition and escalation policy.
2. For immediate danger, tell the caller to contact local emergency services.
3. Capture the location, callback information and facts without delaying escalation.
4. Notify the designated person or vendor through the approved route.
5. Record who was notified, when and what response was received.
6. Set a near-term review time until responsibility is clearly accepted.

5. Follow-up tracker

Open item	Status	Next owner	Review date

6. Sample documentation

Facts: Resident reported water under the kitchen sink at 9:10 AM. Water appears only when the faucet runs. No electrical fixtures are near the reported area.

Promise: Office will contact the approved maintenance route and update the resident by noon.

Last action: Photos received and stored with the record. Maintenance route notified at 9:22 AM.

Next owner and action: Office coordinator checks for acceptance at 10:00 AM and updates the resident.

Correction history: At 9:35 AM, resident clarified the water is below the cold-water connection, not the drain.

7. Quality check

Before closing a record, ask: Could another person identify the file, understand the facts, see the promise, find the last action and know exactly who does what next?