



When Repairs Are Needed: Repair Communication Log Sheet

Details about issue:

What happened? _____

When did you notice it? _____

What have you already done about it? _____

What do you want done?

- What needs to be repaired—be as specific as possible. _____

- What type of a problem(s) is it causing? _____

- Times when it would be convenient for the repairs to be made. _____

When you call remember...

- Include your name and the address (including unit number) where the repair needs to be done.
- Include the best way to contact you
- Stick to the facts. Be clear and concise.
- Use I statements
- Keep a record of what is said.





Module E: Communications

First Contact

Date: _____ Time: _____

What number did you call or text/Email address did you send it too? _____

Who did you speak too? _____

When can you expect the repair to be made? _____

Other notes about your conversation: _____

Second Contact:

Date: _____ Time: _____

What number did you call or text/Email address did you send it too? _____

Who did you speak too? _____

When can you expect the repair to be made? _____

Other notes about your conversation: _____

Third Contact:

Date: _____ Time: _____

What number did you call or text/Email address did you send it too? _____

Who did you speak too? _____

When can you expect the repair to be made? _____

Other notes about your conversation: _____

