Tenant Maintenance Request Log

SAMPLE PROJECT · Fictional business and people. All names, phone numbers, emails, and prices are made up.

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Report date	Mar 16, 2027
What it does	Logs every tenant maintenance request, who's fixing it, what it cost, and how long it's been open, and flags anything taking longer than it should.
Sheet: Requests	One row per request. Fill in the blue cells. Grey cells (days open, target, overdue) calculate automatically.
Sheet: Dashboard	Live summary: open and overdue requests, average time to fix, cost by property, and the most common problems.
Target times	Each priority has a target number of days to finish (yellow table below). A request still open past its target is marked overdue.
Colors	Blue text = you type it. Grey = formulas. Yellow = settings. Red = overdue or emergency. Green = completed.
Example row	Row 2 on the Requests sheet (#1001) shows the expected format for every column.
Report date	Set to a fixed sample date (March 16, 2027) for this demo. In real use, change cell B5 to =TODAY().

Priority	Target days to complete
Emergency	1
High	3
Normal	7
Low	14

Maintenance Dashboard

As of March 16, 2027 · Sample project, fictional properties

Overview

Total requests	**12**
Open requests	**7**
Overdue (past target time)	**2**
Tenants not yet updated	**3**
Average days to complete	**2.6**
Total repair cost (completed)	**$790**

Overdue: needs attention

Issue	Unit
Mice seen in kitchen	4D
Water leak from ceiling	2A

By property

Property	Open	Cost
Greenleaf Court	3	$425
Maple Row Apartments	2	$270
Harbor View Lofts	2	$95

By category

Category	Requests
Plumbing	3
Heating	2
Electrical	2
Appliance	2
Pest	1
Other	2

Request #	Date received	Property	Unit	Tenant	Category	Issue	Priority	Vendor	Status	Completed on	Cost ($)	Days open	Target days	Overdue?	Tenant updated?
1001	Mar 1, 2027	Greenleaf Court	3B	Grace Lee	Plumbing	Kitchen faucet leaking	Normal	Bright Path Plumbing	Completed	Mar 4, 2027	$185	3	7	No	Yes
1002	Mar 3, 2027	Greenleaf Court	5A	Tom O'Neil	Heating	No heat in bedroom	High	Comfort HVAC Co.	Completed	Mar 5, 2027	$240	2	3	No	Yes
1003	Mar 6, 2027	Maple Row Apartments	2C	Aisha Khan	Appliance	Dishwasher not draining	Normal	Queens Appliance Repair	Completed	Mar 12, 2027	$150	6	7	No	Yes
1004	Mar 8, 2027	Maple Row Apartments	1A	Daniel Ortiz	Electrical	Hallway light flickering	Low	Volt Electric	Scheduled			8	14	No	Yes
1005	Mar 9, 2027	Greenleaf Court	4D	Lin Chen	Pest	Mice seen in kitchen	High	SafeHome Pest Control	In progress			7	3	Yes	Yes
1006	Mar 10, 2027	Harbor View Lofts	7B	Kevin Brooks	Plumbing	Toilet running constantly	Normal	Bright Path Plumbing	Completed	Mar 11, 2027	$95	1	7	No	Yes
1007	Mar 11, 2027	Harbor View Lofts	3A	Priya Nair	Heating	Radiator banging	Normal	Comfort HVAC Co.	Scheduled			5	7	No	No
1008	Mar 12, 2027	Maple Row Apartments	4B	James Carter	Other	Front door lock sticking	Normal	City Locksmiths	Completed	Mar 13, 2027	$120	1	7	No	Yes
1009	Mar 13, 2027	Greenleaf Court	2A	Maria Santos	Plumbing	Water leak from ceiling	Emergency	Bright Path Plumbing	In progress			3	1	Yes	Yes
1010	Mar 14, 2027	Harbor View Lofts	5C	Samuel Okafor	Appliance	Refrigerator not cooling	High	Queens Appliance Repair	New			2	3	No	No
1011	Mar 15, 2027	Maple Row Apartments	3D	Angela Brooks	Electrical	Outlet not working in living room	Normal	Volt Electric	New			1	7	No	Yes
1012	Mar 16, 2027	Greenleaf Court	1B	Robert Chen	Other	Window won't close fully	Low		New			0	14	No	No