THE STEPS AND ROLES IN A

Service Request

NetVendor MAINTENANCE

PROBLEM IDENTIFIED

1 NEW

2 OPEN

3 COMPLETE

4 REVIEW

PM
PROPERTY MANAGER

The site team creates a Service Request or NetVendor Maintenance imports data from PMS. PM/PM+ assigns a Service Professional.

Service requests include the following details:
- Description of issue
- Severity level
- Assigned Service Professional

PM's can take the following actions:
- **Reroute** the reuqest to a new SP.
- **Reprioritize** if the task's urgency changes.
- **Place On-Hold** if waiting on parts or a vendor.
- **Update Schedule** if timing changes.
- **Archive** or cancle the serivce request.

PM's can take the following actions once a service request is marked as complete:
- **Review** the repair details provided by the SP to ensure the task was completed with quality.
- **Submit Review** to archive the Service Request in the system.
- **Edit** the completion notes if needed.
- **Reopen** the request if further work is required after completion.
- **Place on Hold** and, if necessary, notify residents with the reason for the hold.

SP
SERVICE PROFESSIONAL

The SP can choose to accept, decline, or reassign it.

Once a SP accepts the request, it is marked as 'open' in the system and is actively being worked on.

The SP is assigned and working on the task at hand.

The SP completes the request by carrying out all the necessary work to finish the repair.

The SP can add comments and photos to document their work, and when finished, mark the SR as complete.

R
RESIDENTS

! **Resident notifies Property Manager about problem or enters Service Request on resident portal.**

*Optional: To keep residents informed about the progress of the repair, you can offer them the option to receive notifications at various stages of the process, including when the request is created, opened, put on hold, or completed.

Residents complete a survey after the repair is finished to provide feedback on their experience, helping to enhance service quality.