What to do when you've reported it and nothing's happened - without burning bridges.

Maintenance Request Escalation Guide

General guidance, not a rulebook - every building's circumstances differ, so take what's useful and leave the rest.

Step 1 | Report it properly, once

- Put it in writing (email, app, or portal) - not just a verbal mention in the lift
- Include what, where, when you noticed it, and a photo if safe to take one
- Note whether it's urgent (safety/water/access) or routine

Step 2 | Give it a fair runway

- Routine items: allow 5–10 business days before following up
- Urgent/safety items: expect acknowledgement within 24–48 hours
- Check if there's a known reason for delay (quotes pending, contractor availability)

Step 3 | Follow up, don't restart

- Reply to your original report rather than lodging a fresh one - keeps the trail intact
- Ask for a status and expected timeframe, not just "any update?"
- Keep the tone factual - frustration is fair, but it rarely speeds things up

Step 4 | Escalate calmly

- ☐ Raise it with the committee directly if the manager hasn't responded in a reasonable time
- ☐ Ask whether it's been logged in the maintenance register at all
- ☐ For genuine safety issues, say so explicitly - "safety" should trigger a different response speed
- ☐ If truly urgent and unsafe, most schemes allow direct emergency contact - check your building's emergency procedure

> *Nine times out of ten, the hold-up isn't anyone ignoring you - it's silence in the system: no visible register, no status update, no one accountable for the next step. That's the actual problem worth fixing.*