

Bee & Bee Property Management - Contractor Request Workflow

(For maintenance, repairs & trade call-outs)

1. Issue Identified

The issue may come from:

- A cleaner (via turnover report)
- A guest message
- A routine check
- An owner's direct request

Cleaner & guest reports must include:

- Description of the issue
- Photos or videos
- Location in property
- When it occurred / when noticed

2. Categorise the Issue

Bee & Bee classifies each request as:

A. Emergency (same day action)

Anything that affects guest safety or the ability to stay:

- No heating/hot water
- Lockout or broken lock
- Major leak / flooding

- Electrical failure affecting rooms
- Broken glass or dangerous structure
- Strong odours (gas, burning, electrical)

Handled immediately.

B. Urgent (within 24–48 hours)

Affects comfort but not safety:

- Minor leaks
- Broken appliances guests rely on (kettle, toaster, microwave, wifi)
- Toilet slow flush / shower blocked
- Missing essentials (bedding, towels if genuinely missing)

C. Non-Urgent (scheduled maintenance)

- Cosmetic issues
- Worn furnishings
- Dripping taps
- Replacement items (mugs, pans, bulbs, batteries)
- Optional improvements requested by the owner

3. Notify the Owner

Bee & Bee sends the owner:

- A summary of the issue
- Photos/video (if available)
- Whether it is emergency, urgent or non-urgent
- Recommended next action

For emergencies:

Owner is notified, but Bee & Bee proceeds immediately as per the service agreement.

For urgent or non-urgent:

Bee & Bee obtains approval before booking a contractor, unless pre-authorisation exists.

4. Check Pre-Authorisation Amount

During onboarding, owners choose one of these:

- **£0 pre-authorisation** (owner approves every spend)
- **Up to £50 without approval**
- **Up to £100 without approval**
- **Up to £150 without approval**

If the repair cost is estimated **within the agreed threshold**, Bee & Bee proceeds.

If **above the threshold**, owner approval must be obtained first.

5. Arrange Contractor (if approved or emergency)

Bee & Bee will:

1. Select a trusted contractor or owner-preferred supplier
2. Confirm the earliest available appointment
3. Provide access instructions
4. Notify cleaners if a trade is entering the property
5. Update the owner with date/time of visit

6. Contractor Visit

Contractor responsibilities:

- Complete the agreed task

- Take before & after photos
- Provide notes on what was done
- Identify if further work is recommended
- Provide an invoice or estimate if extra work is needed

7. Post-Visit Review

Bee & Bee conducts a follow-up check:

- Confirm issue resolved
- Clean up any mess left (cleaner support if needed)
- Update the owner with final outcome
- Save photos + notes to the property's log

8. Record Keeping

All contractor requests are logged in the property maintenance tracker:

- Date reported
- Who reported it
- Issue description
- Priority level
- Actions taken
- Costs
- Contractor details
- Completion date
- Outstanding work (if any)

This ensures full transparency for the owner.

9. Payment & Invoicing

Depending on the owner's chosen method:

- Contractor bills owner directly **or**
- Contractor bills Bee & Bee and Bee & Bee bills owner monthly

A summary is included in the **Owner Monthly Report** if applicable.