

	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Repair of Defects</b>	<i>CODE:</i> 03.05.020
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**Policy & Procedure:**

Any fault or defect found in a guestroom or in the public area should be reported to the Floor Supervisor, Public Area or the Housekeeping office without delay.

The Supervisor / Office Coordinator fills out a “Trouble Report/Maintenance Request”.  
The Trouble Report to be in triplicate format (3 colours) and serialized.

The following information is to be noted on the report:

- Location of defect
- Brief description of defect
- Date and Time
- Name + Department

The two top copies of the Trouble Report are forwarded to the Engineering Department.

The bottom copy of the Trouble Report is kept in the Housekeeping Office for follow up.

Once the Engineering Department has carried out the repair work, one copy is returned to the Housekeeping Office.

Floor/Public Area Supervisor to inspect that all repair work has been carried out satisfactory.

The room should be placed on Out of Service while repair work is being done and if it is more long term or serious then it should be put Out of Order until the repair is completed.

Any room placed OS or OO should have the appropriate reason in the computer. Front Office, Office Coordinator, Engineering and the Executive Housekeeper should be informed of these rooms. If the rooms are not finished before the end of shift they should be handed over to the Supervisor on Duty.

Rooms should only be returned to an Inspected status when a Supervisor has rechecked them.

If there is repair work to be done in the Public Areas then the work should be scheduled for an appropriate time and area properly cordoned off.