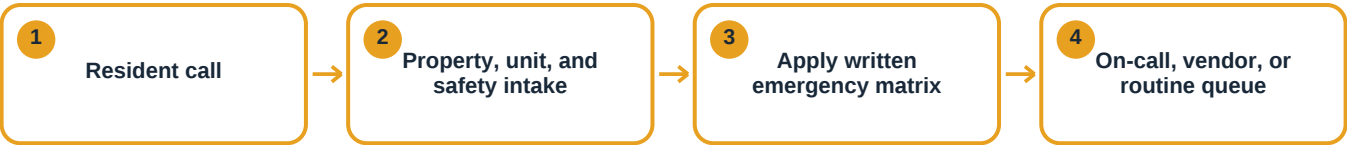


After-Hours Maintenance Escalation Workbook

Turn resident calls into consistent intake, safety language, emergency routing, vendor boundaries, and morning handoffs.



Define your operating rules

Emergency-matrix owner	
Required property and unit intake	
Approved resident safety language	
Primary and backup on-call roles	
Vendor authorization boundary	
Morning handoff owner	

Decision notes

Readiness checklist

Attach a written rule, owner, or test result to every checked line. A blank answer is a reason to keep that path out of the first launch.

- ☐ Define emergency categories with objective conditions and property-specific exceptions.
- ☐ Require resident identity, callback, property, unit, exact location, issue, and immediate safety details.
- ☐ Approve safety language for fire, gas, water, electrical, security, and habitability concerns.
- ☐ Prohibit remote diagnosis and route unclear or safety-sensitive calls to the designated human path.
- ☐ Assign primary, backup, transfer timeout, retry, and final fallback rules for each property or portfolio.
- ☐ Document which vendors may be contacted, who authorizes dispatch, and the spending or scope boundary.
- ☐ Define routine categories, queue location, required notes, and the named morning handoff owner.
- ☐ Approve the AI disclosure and the process for residents who request a person.
- ☐ Test water, fire or gas, no-heat, lockout, routine repair, uncertain, and failed-contact scenarios.
- ☐ Set a review cadence for properties, contacts, vendors, emergency definitions, and seasonal rules.

Test scenarios

☐ Active water leak Result / owner: _____	☐ Fire or gas report Result / owner: _____	☐ No heat Result / owner: _____
☐ Lockout Result / owner: _____	☐ Routine repair Result / owner: _____	☐ On-call unavailable Result / owner: _____

Ready to scope the workflow? Book a meeting at <https://propertysyncai.com/contact>. We will review the operating rules first, then discuss scope and pricing.