MONTHLY MAINTENANCE REPORT · MONTH 7 OF THE AGREEMENT · EXAMPLE FORMAT

What was done, what was found, and what needs a decision

One report and one meeting a month. Every KPI below is defined the same way each month; the targets are agreed per site in the maintenance agreement, because they depend on where the hotel is, its in-house team and the cover it needs.

1 Key performance indicators

TARGETS AGREED PER SITE

KPI	HOW IT IS MEASURED	TARGET	THIS MONTH
PPM completion	Planned tasks done in their scheduled window, divided by tasks scheduled in the year plan (CT-20)	agreed per site	1 rescheduled
Statutory compliance	Fire, water-safety and electrical tasks done on time, reported separately and never averaged into PPM; third-party certificates (lifts, pressure vessels) in section 5	agreed per site	Met
Response by priority	Time from logging to acknowledgement and to attendance, per priority	agreed per site	Met
Fix by priority	Time to made safe and to permanent fix, per priority	agreed per site	1 late
First-time fix rate	Call-outs closed on the first attendance	agreed per site	Met
Work-order ageing	Open work orders by age: 0–7, 8–30 and over 30 days	agreed per site	See section 4
Repeat faults	The same asset failing twice within 30 days	agreed per site	None
Asset downtime	Hours out of service for chillers, generator and pumps, with or without standby running	agreed per site	Met
Out-of-order room-nights	Room-nights lost to engineering faults, from the PMS	agreed per site	Met
Energy per occupied room-night	kWh and m³ per occupied room-night, compared against a baseline adjusted for cooling degree-days and occupied room-nights, so a hot month is not reported as a failure	agreed per site	Trend in report
Guest impact	Engineering complaints, room moves and review mentions of noise, temperature or hot water, by floor (counts, from the hotel's guest-feedback records)	agreed per site	Trend in report

2 Response and fix by priority: the agreement's shape

PRIORITY (EXAMPLE CATEGORIES)	ACKNOWLEDGE	ON SITE	MADE SAFE	PERMANENT FIX	COVER
Emergency Life-safety system out; loss of cooling, power or water to guest floors	agreed per site	agreed per site	agreed per site	agreed per site	agreed per site
Urgent A guest room out of order; plant running without its standby	agreed per site	agreed per site	agreed per site	agreed per site	agreed per site
Routine Anything that can safely wait for the next planned visit	agreed per site	agreed per site	agreed per site	agreed per site	agreed per site

Your data stays yours

We work in your CAFM if you have one. The asset register (CT-19) and the maintenance history belong to the hotel, and are handed over in a format your next contractor can import.

The monthly meeting

With the chief engineer, and the owner if you ask: what was done, what was found, what needs a decision. Anything outside the fixed monthly fee is quoted before it is done.

We don't publish standard numbers. They are written into the agreement, priority by priority, once we know the hotel's location, its in-house cover and what it needs.

Specimen built on an illustrative hotel. Not a CORETECH project and no client data. Figures are illustrative.

Example only

SPECIMEN · Illustrative hotel

3 Planned maintenance this month

ASSET GROUP	VISIT	STATUS
Chillers, roof	Monthly; head-pressure log	Done
AHUs and fan coils	Monthly; guest-room PPM on rooms 501–516	Done
Pumps	Quarterly	Rescheduled Large group in house; moved a week, agreed with the GM
LV board and generator	Monthly run on real load	Done
Fire alarm and sprinklers	Monthly; diesel pump logs checked	Done
Water and hot water	Monthly: stored 60 °C, return at least 55 °C, 50 °C at sentinel taps within one minute	Done

4 Call-outs and open defects

REF · PRIORITY	FAULT	IN AGREED TIME
CO-31 Emergency	Chilled water pump trip, roof; standby took over	Yes · closed
CO-32 Urgent	Room 604 out of order: drain-pan leak	Yes · closed
CO-33 Urgent	Booster set running without its standby pump	Made safe · fix late
CO-34 Routine	Corridor light fitting, L3	Next visit

OPEN DEFECT	AGE	NEXT STEP
Booster pump 2 seal (CO-33)	8–30	Part on order; dated fix
FCU drain pans, L6	30+	Decision: fold into CapEx line C-02

5 Compliance calendar FLAGGED 60 DAYS AHEAD

ITEM	WHO CERTIFIES	RECORD	NEXT DUE
Salamah safety licence renewal	Civil Defense	FLS records (CT-23)	Within 60 days
Lift inspection certificates	Third-party inspector; lift maker's contract	Certificate copies	Month 10
Pressure vessels	Third-party inspector	Calorifiers, expansion vessels	Month 11
Water testing and Legionella	Accredited laboratory	Water management plan log (CT-23)	Within 60 days
Kitchen extract and grease ducts	Specialist cleaner	Before and after photos	Month 9
Generator load bank test	Our engineer, witnessed by yours	Test sheet	Month 12

6 · DECISIONS NEEDED

01 Booster pump 2: repair or replace. Both options are quoted before the work is done.

02 L6 drain pans: keep patching monthly, or bring L6 forward in the fan coil replacement (C-02).

03 Book the Civil Defense visit for the Salamah safety licence renewal; the FLS records are ready.

Prepared · our maintenance engineer

Received · the hotel's chief engineer

Copy · owner, if you ask

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