

Property Management Maintenance Triage Matrix

A free maintenance triage matrix for property-management teams that need clearer routing for emergency, urgent, routine, and vendor-coordination requests.

Property managers, coordinators, maintenance admins, and operations leaders

GUIDE

A free maintenance triage matrix for property-management teams that need clearer routing for emergency, urgent, routine, and vendor-coordination requests.

WHAT THIS ASSET COVERS

- A triage matrix for emergency, urgent, routine, and scheduled maintenance requests
- Escalation guidance for resident safety, access, and vendor dispatch
- A communication structure for updates and handoff notes

USE THIS WHEN

1. Maintenance requests are inconsistently prioritized
2. Resident communication breaks down during vendor coordination
3. Your team wants a clearer routing rule before layering in automation

WORKING ASSET

EMERGENCY

- flooding
- no heat in dangerous conditions
- gas smell
- fire or electrical hazard

Action: immediate escalation and same-call routing.

URGENT

- active leak contained
- appliance failure affecting habitability
- lock or access issue

Action: same-day coordination and resident update.

ROUTINE

- minor repairs
- cosmetic issues
- non-urgent vendor follow-up

Action: queue, schedule, and confirm timeline.

EVERY REQUEST NEEDS

- property and unit
- callback number
- access notes
- safety notes
- status owner

DEPLOYMENT NOTES

HOW STRONG TEAMS ACTUALLY USE THIS ASSET

- Assign one accountable owner instead of letting "Property Management Maintenance Triage Matrix" become shared but unmanaged work.
- Use it with property managers, coordinators, maintenance admins, and operations leaders in a weekly rhythm so the asset drives decisions rather than sitting in a folder.
- Decide in advance what counts as green, watch, and red performance so the team knows when to escalate.
- Capture learnings directly in the document every week so the asset becomes smarter over time instead of resetting to zero.

BEST DEPLOYMENT SEQUENCE

- Maintenance requests are inconsistently prioritized

- Resident communication breaks down during vendor coordination
- Your team wants a clearer routing rule before layering in automation

WHAT SEPARATES A SERIOUS VERSION FROM A BASIC TEMPLATE

- Clear ownership for every step, not generic advice without accountability.
- Targets, thresholds, or decision rules that tell the team what good looks like.
- Specific working components: A triage matrix for emergency, urgent, routine, and scheduled maintenance requests, Escalation guidance for resident safety, access, and vendor dispatch, A communication structure for updates and handoff notes.
- A built-in review cadence so the document becomes part of operations rather than a one-time download.