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**<br>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**<br>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**<br>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<br>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<br>Emergency | Chilled water pump trip, roof; standby took over | Yes · closed |
| CO-32<br>Urgent | Room 604 out of order: drain-pan leak | Yes · closed |
| CO-33<br>Urgent | Booster set running without its standby pump | Made safe · fix late |
| CO-34<br>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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