



Work orders

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INTRODUCTION TO WORK ORDERS

The work orders function allows you to process and track all your work orders; email suppliers and committee members; request and accept quotes and finalise work orders. You can track the whole team’s work orders or filter to view by individual or building.

A work order in PropertyIQ refers to every stage of a job that needs to be done and retains the same identity and ID number throughout the whole process.

WORK ORDER FLOW CHART



TEMPLATES REQUIRED FOR WORK ORDERS

There are two standard merge templates required for work orders –

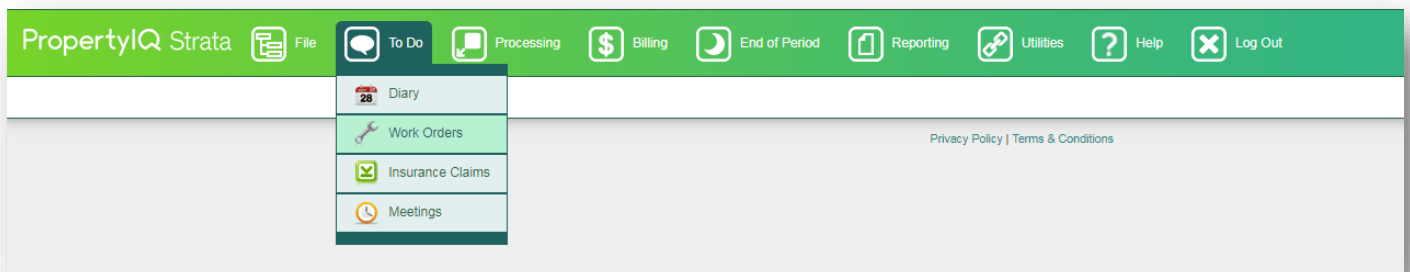
- Work Order
- Request for Tender

These should be edited to suit your company requirements prior to generating any work orders.

Name	Type	State	Bank Type	Folio	Selected
QLD EGM Minutes Notice (Co)	QLD EGM Minutes Notice (Co)	QLD			<input checked="" type="checkbox"/>
QLD Extraordinary General Meeting Notice	QLD Extraordinary General Meeting Notice	QLD			<input checked="" type="checkbox"/>
QLD Extraordinary General Meeting Notice	QLD Extraordinary General Meeting Notice	QLD			<input type="checkbox"/>
QLD IGM Minutes Notice	QLD IGM Minutes Notice	QLD			<input checked="" type="checkbox"/>
QLD IGM Minutes Notice (Co)	QLD IGM Minutes Notice (Co)	QLD			<input checked="" type="checkbox"/>
QLD Inaugural General Meeting Notice	QLD Inaugural General Meeting Notice	QLD			<input checked="" type="checkbox"/>
QLD Section 205 Certificate	QLD Section 205 Certificate	QLD			<input checked="" type="checkbox"/>
QLD Section 206 Certificate	QLD Section 206 Certificate	QLD			<input checked="" type="checkbox"/>
QLD Special Meeting Notice	QLD Special General Meeting Notice	QLD			<input checked="" type="checkbox"/>
Request For Tender	Request For Tender				<input checked="" type="checkbox"/>
Request For Tender - folio	Request For Tender			NSW BRANCH	<input checked="" type="checkbox"/>
testing folio - AGM Minutes Notice	QLD AGM Minutes Notice	QLD		QLD BRANCH	<input type="checkbox"/>
testing folio - AGM Minutes Notice	QLD AGM Minutes Notice	QLD		QLD BRANCH	<input checked="" type="checkbox"/>
testing folio - AGM Notices	QLD Annual General Meeting Notice	QLD		QLD BRANCH	<input type="checkbox"/>
testing folio - AGM Notices - copy	QLD Annual General Meeting Notice	QLD		QLD BRANCH	<input checked="" type="checkbox"/>
Utility Invoice	Water Notice				<input checked="" type="checkbox"/>
Water Notice	Water Notice				<input type="checkbox"/>
Work Order	Work Order				<input checked="" type="checkbox"/>
Work Order - Folio	Work Order			NSW BRANCH	<input checked="" type="checkbox"/>

GETTING STARTED

To access work orders, go to  and click on *Work Orders*.



1. The default view shows all work orders, but you can refine the view to view by status:

- Quote: quotes requested, awaiting on responses
- Pending: work order created but work not yet requested
- In Progress: work requested/in progress but not complete
- Complete: work order has either been marked as complete from the work order or invoice has been processed, automatically changing the status of the work order to complete
- Cancelled: the work order has been cancelled
- Standing: an ongoing work order. There is no tab for Work Orders with Standing status. To find these, type Standing in the Status column

2. You can click on any column heading to order the screen by that heading

3. Type some key letters in any of the empty boxes on the top line to refine your search

4. The Strata plan number of the building the work order is for shows here

5. The name of the building the work order is for shows here

6. The street number of the building the work order is for shows here

7. The street name of the building the work order is for shows here

8. The manager of the building the work order is for shows here

9. When a work order is created, it is automatically assigned a unique job number, which shows in this column

10. The summary details of the work order show here

11. The status of the work order shows here

12. If a supplier has been selected for this work order, their name shows here

13. If a work order document has been issued, its date of issue shows here

14. If an estimated date of completion has been entered, the date shows here

15. If the work order has been completed, the completion date shows here

16. If a quotes close date has been entered, it shows here

17. Click +Add to add a new work order

18. Click View to view a work order that has been highlighted on the screen

19. Click Job Register to generate a register of all work orders in PDF Format

C.T.S.	Building Name	Street No	Street Name	Manager	Job #	Summary	Status	Supplier	Date Issued	Est Completed	Completed Date	Quotes Close
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	189	test folio	In Progress	Sparkys Electrical	2/8/2016	30/5/2018	5/4/2018	
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	370	Fix the roof	In Progress	Deannas Electrical P/L	27/2/2015			
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	372	fix the roof	Complete	Deannas Electrical P/L	9/3/2018		5/4/2018	9/3/2018
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	379	fix the roof	In Progress	Sparkys Electrical	13/4/2018			13/4/2018
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	383	Storm Damage to the Roof	In Progress	Jack of All Trades	19/4/2018			
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	388	fix the roof	In Progress	Deannas Electrical P/L	2/5/2018			2/5/2018
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	389	fix the roof	In Progress	Managing Agent	8/5/2018			8/5/2018
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	390	fix the roof	In Progress	Kaynar Elevators	10/5/2018			10/5/2018
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	395	fix the roof	In Progress	Deannas Electrical P/L	25/5/2018			25/5/2018
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	396	fix the roof	In Progress	Deannas Electrical P/L	29/5/2018			31/5/2018
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	397	fix the roof	In Progress	1800 Handypeople	5/6/2018			5/6/2018
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	403	fix the roof	In Progress	1800 Handypeople	3/7/2018			3/7/2018
99	Peppermint Gardens	12	Pine Avenue	Anne Flava	407	test quote	Quote		18/7/2018			27/7/2018
137	Damley	79	O'Sullivan Road	Anne Flava	364	repairs to roof	Quote	Ron	31/1/2018			31/1/2018
691	Aurora Tower	1-8	Pennington Road	Anne Flava	202	Roof Leak	Quote	Supplier 688	9/9/2016	9/9/2016		
691	Aurora Tower	1-8	Pennington Road	Anne Flava	203	Paint work	Quote	Supplier 688	9/9/2016			
691	Aurora Tower	1-8	Pennington Road	Anne Flava	381	Repair leaking tap	In Progress	Deannas Electrical P/L	19/4/2018	25/4/2018		
987	Sydney Tower	261	George Street	Adrian Bolton	214	Test Summary	In Progress	Deannas Electrical P/L	2/5/2015			

ADDING A NEW WORK ORDER – NO QUOTE REQUIRED

Click on **+Add** at the bottom right of the work orders screen.

Work Orders

S/Plan	Building Name	Street No	Street Name	Manager	Job #	Summary	Status	Supplier	Date Issued	Est. Completed	Completed Date	Quotes Close D...
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	112	fix the roof	In Progress	Jack of All Trades	19/1/2016		19/4/2016	20/5/2016
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	124	Repairs to common area foyer walls	In Progress	Henry The Man	7/3/2016			27/10/2016
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	145	Roof leak	In Progress	Jack of All Trades	20/4/2016	20/4/2016		
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	150	Paint under Eaves	Complete	Locksmiths Supplies	28/4/2016	28/4/2016	1/11/2016	
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	159	Broken Roof tiles	In Progress	Clean Green Strata Maintenance	11/5/2016			24/5/2017
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	164	Fix the roof	In Progress	Darren Hammond Electrical	16/5/2016			31/5/2016
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	166	Painting quote - main entry door	In Progress	Jack of All Trades	26/5/2016			
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	178	Leaking Roof	In Progress	Jack of All Trades	5/7/2016	18/7/2017		6/7/2016
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	192	Urgent lift repairs required.	In Progress	Kone Elevators	18/8/2016			
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	193	External security light not working	In Progress	Jack of All Trades	18/8/2016			
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	195	Lift phone not working	Complete	Kone Elevators	24/8/2016		1/11/2016	
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	305	Broken tile over lot 3 balcony	In Progress	Henry The Man	20/7/2017			20/7/2017
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	309	Paint interior hallway	In Progress	Jack of All Trades	10/8/2017			
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	318	Resurface driveway	In Progress		7/9/2017			
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	320	Security roller not working	In Progress		9/9/2017	9/9/2017		
1	The Bachelor Pad	1-8	Hollywood Drivez	Rohit Sachdeva	330	Fix the drains	Quote		16/5/2018			
2	Scott's Mansion	1	Park Lane	Ashley Jones	101	Bathroom leaking into ceiling of unit below	In Progress	Perfect Plumbing Services	20/11/2015	20/4/2016	15/2/2016	22/2/2016
3	HARVARD PLACE		HARVARD STREET	Mark	30	Clean gutters	Complete	Southeast Ply Ltd	19/12/2014	24/12/2014	19/8/2015	

At the bottom right of the table, there is a **+ Add** button highlighted with a red box, along with **3 View** and **Job Register** buttons.

1. Click on the search icon to find the building the work order is for
2. Enter some summary details – this information shows on the work order document and also on the work order card
3. Enter more details – this information shows on the work order document and on the work order card
4. If the building has more than one contribution schedule, use the dropdown list to select the contribution schedule the invoice will be paid from
5. The work order status will default to *In Progress*. This is correct if you are not requesting quotes
6. You can enter your estimated cost here. Note: the supplier will not see this on the work order document
7. Enter the job terms here. Note: if you have a standard term that you put on all work orders, it is easiest to add this to your work order template so you don't have to keep entering this for each work order you create.
8. Enter any special instructions here
9. If the job has been requested by a lot owner, click on the search icon to find the appropriate lot owner.
10. Click on the tabs to nominate the contact person – *Agent, Tenant, Owner, Other*. If the contact's details are already in PropertyIQ, they will appear below or you can type the details for an *Other* contact
11. Tick the box to nominate their preferred contact method.
12. Select the chart of accounts code you want to allocate to the work order (this can be entered later) By default, only codes that have been budgeted for that building show. If you want to select another chart of accounts code that is not budgeted for, click the *budgeted accounts* tab to display all accounts
13. If you are not requesting quotes, enter the supplier here by clicking on the search icon to open the suppliers screen. The *date issued* defaults to today's date but you can click in the box to open the calendar and select another date.
14. Click *Save* to save your work order.

Work Order
✕

C.T.S.

Summary*

Full Description

Schedule*

Status* My Estimation

Job
Recipients
Quotes
Notes
Documents
Alerts
SMS

Extra Details

Job Terms

Special Instructions

Account

Select Account:

Account: Building Repairs - Major

Budget \$10,000.00

Actual \$0.00

Requesting Lot

Lot:

Contact Details*

Agent
Owner
Tenant
Other

Preferred Contact Method:

Phone 1: Phone 2: Mobile:

Name

Email

Phone 1

Phone 2

Mobile

Supplier

Select Supplier:

Date Issued

Date Quoted

Amount Quoted

Estimated Completion

Completed Date

Extra Name

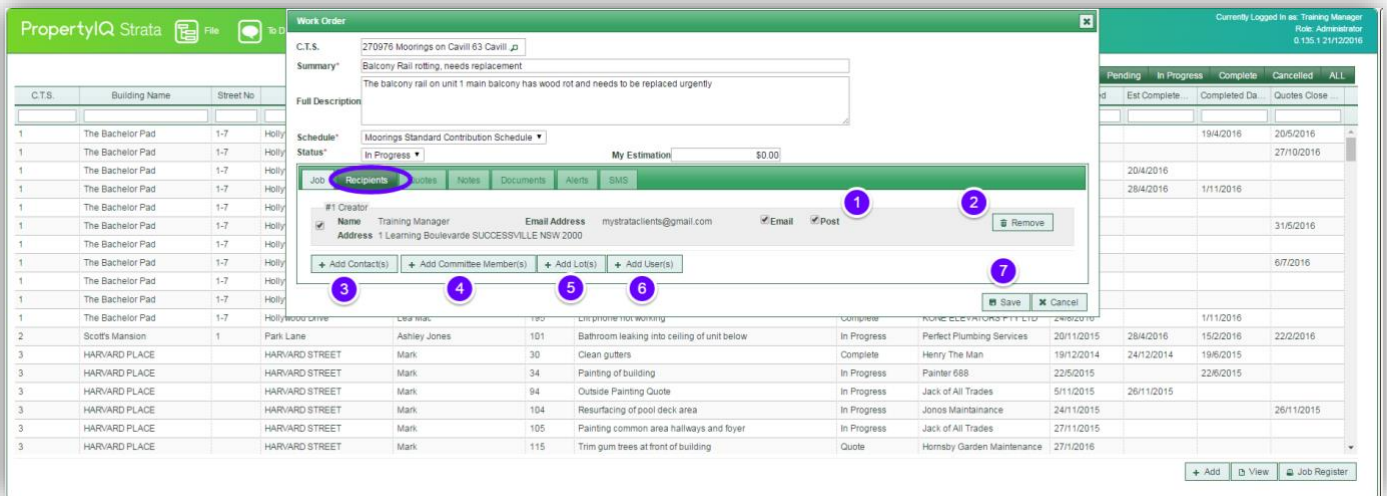
Extra Email

Extra Phone

Extra Mobile

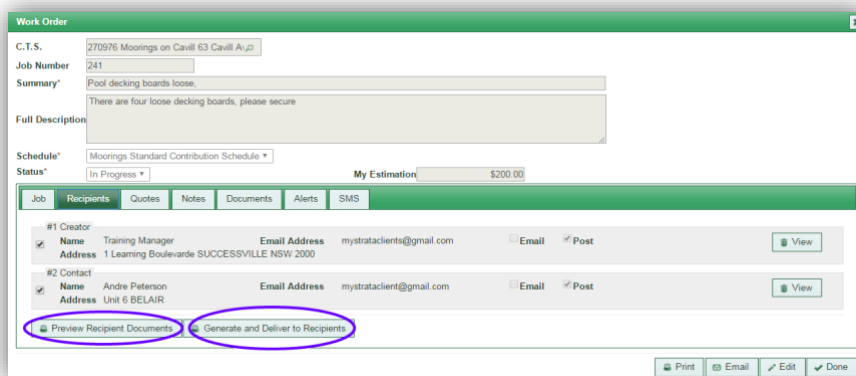
RECIPIENTS TAB

The supplier will always be a recipient and their method of delivery is set on their supplier card, so they don't need to appear here. This area is only for other parties that need to receive a copy of the work order document. The creator of the work order and the strata manager for the building show as recipients by default.



1. The delivery method is automatically set to email if the recipient has an email otherwise it will set to post
2. Click on the *Remove* button if you do not want any of the default recipients to receive the work order
3. Click the *+Contacts* tab to search for additional contacts such as a building manager or caretaker to send a copy of the work order to. Note: Once the contacts screen is open, you can add a new contact by clicking on *+Add*
4. Click *+Committee members* to search for committee members to send a copy of the work order to.
5. Click *+Add Lot(s)* to search for lot owners to send a copy of the work order to
6. Click *+Add User(s)* to search for users to send a copy of the work order to.
7. Click *+Save* to save your work order

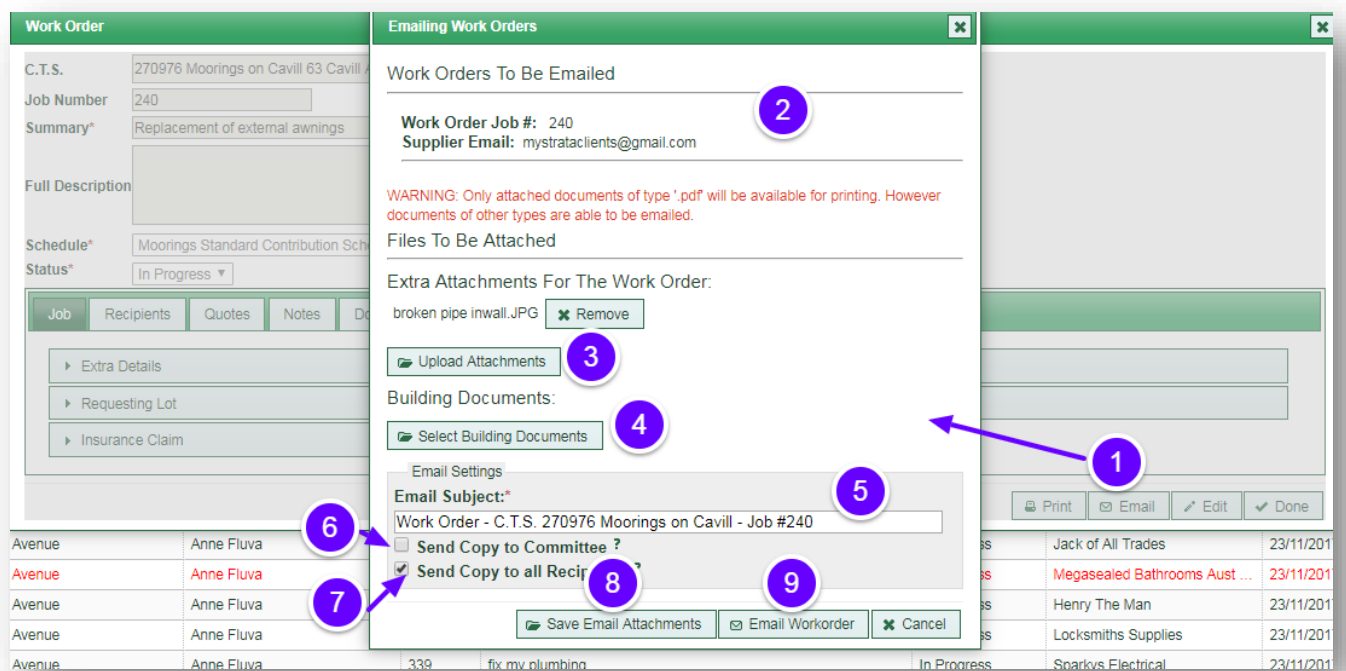
Click on the *Preview Recipients* button to generate a preview or the *Generate and Deliver to Recipients* to email or post.



EMAIL BUTTON

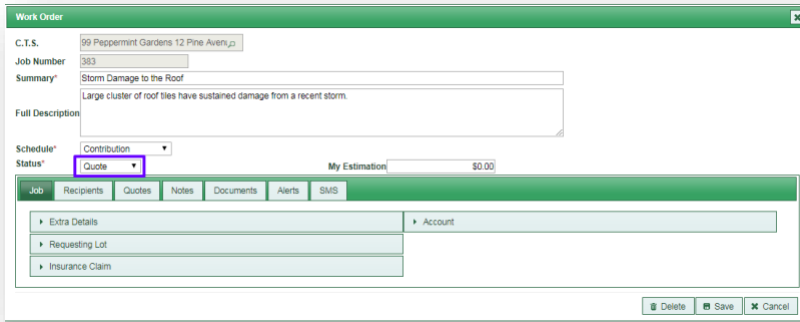
You can choose the *Email* button to send the work order if you want to attach additional documents.

1. Click on the *Email* button
2. The job number and the receiving email address show here
3. Choose *Upload Attachments* to upload and attach documents that are on your computer
4. Choose *Select Building Documents* to attach documents that are already saved in the building's documents
5. The subject is pre-populated, but you can edit if you need to
6. *Send copy to committee* sends a copy to all committee members that are ticked as work order recipients on their committee member card.
7. *Send copy to all recipients* sends a copy to all the recipients shown on the recipients tab
8. Click here to save the email attachments to the documents tab of the work order
9. *Email work order* when you are ready to send the work order



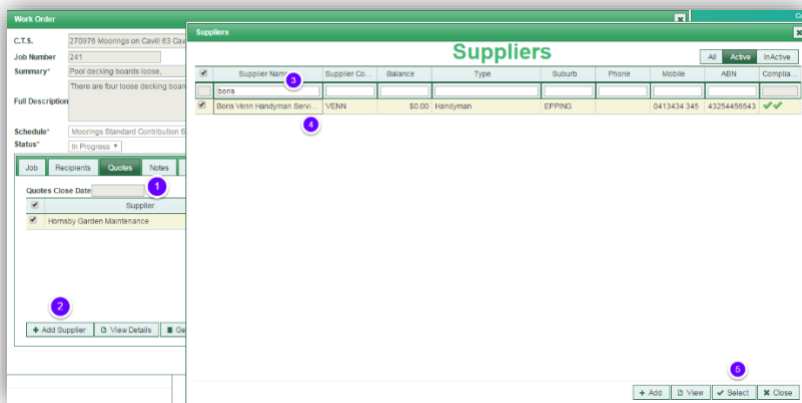
REQUESTING QUOTES/TENDERS

If you need to request quotes/tenders for the work order, make sure you set the work order status to *Quote*



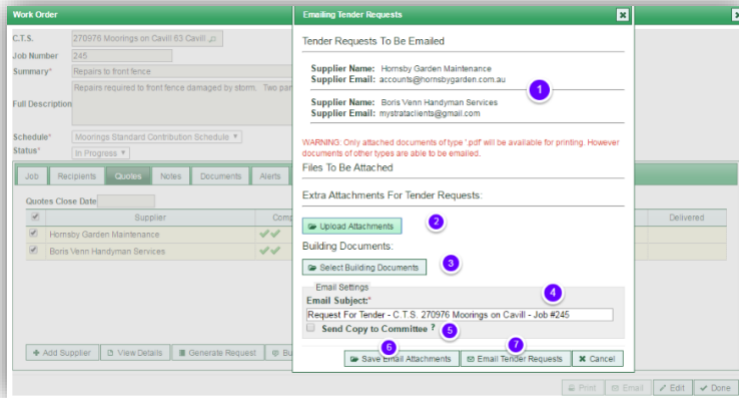
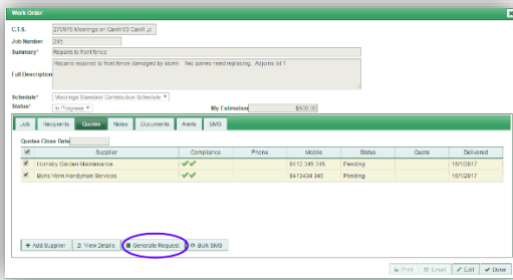
1. Enter the closing date for quotes here. This will automatically create an entry in your diary.
2. Click on **+Add Suppliers** to add any suppliers you want to request a quote from.
3. Type some key letters in the blank fields at the top to refine your search for suppliers. You can search by name or if you have created supplier types, you can search by type.
4. Select the suppliers you want to request quotes for by clicking here
5. Click **Select**

Repeat to add more suppliers. You can add as many suppliers as you want

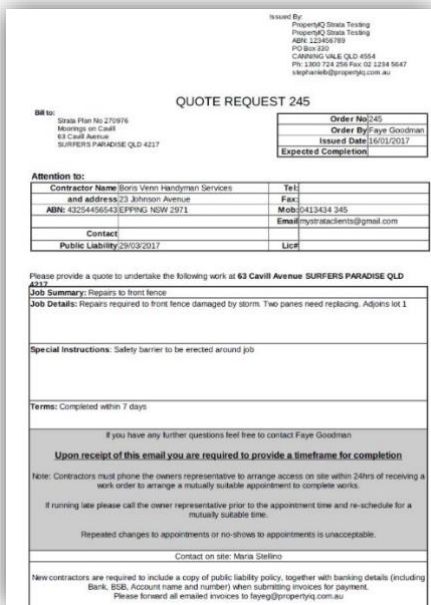


EMAILING A QUOTE REQUEST

Click on the *Generate Request* button to get started



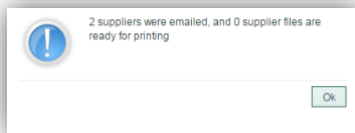
1. The Suppliers you selected will show on this tab and will receive a PDF quote request. Note: This is a standard merge template that you can edit to suit your company from the Templates menu.



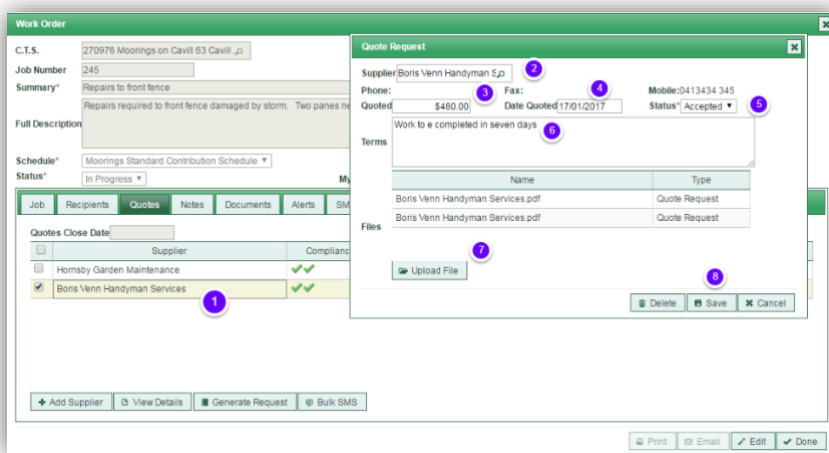
2. Click on the *Upload Attachments* button if you want to add extra attachments. For example a photo. If you are printing the quote request then only PDF documents will print. A photo file such as a JPEG or PNG will attach to an email but will not print.
3. Click on the *Select Building Documents* tab if you want to attach any document that is already saved in the building's documents.
4. The subject line will fill automatically but you can overtype this if you want to

5. Tick here if you want to email a copy to the committee
6. Click on the *Save Email Attachments* button to save a copy of any attachments you have selected. These will now be saved in the documents tab of the work order
7. Click *Email Tender Requests* to send. The standard merge template *Tender Request* is the document that generates.

You will receive a confirmation that your emails have been sent. Note: if the supplier is selected to receive all jobs by mail, a PDF will generate in the job centre on the right side of your screen. Once this process is completed the *Delivered* column shows the date the emails were sent.



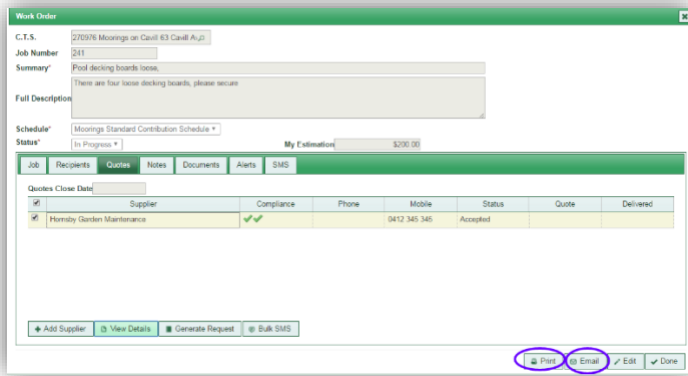
ACCEPTING A QUOTE



1. Highlight the supplier you want to accept for the job
2. The supplier you selected shows here
3. Enter the amount quoted
4. Enter the date the quote was received
5. Use the dropdown list to change the status to *Accepted*
6. Enter any terms the supplier has included in their quote
7. If you want to add further documents, you can use the *Upload File* button
8. Click *Save*

PropertyIQ will automatically alter the status of any other quoting supplier to *Declined*. You can email them manually to advise them if you want to.

Click on either *Print* or *Email* to send the work order to the accepted tradesperson

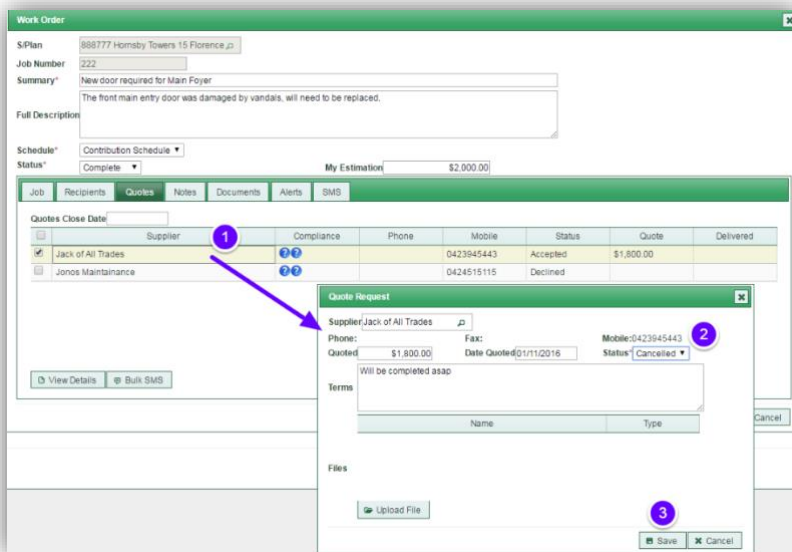


💡 If you are requesting quotes, it is a good idea to avoid using words specific to a quote when you create your initial work order. That way you won't have to alter any of the wording at this stage. Quote specific wording should be part of the master template

Altering a quote request status to Cancelled

1. Click on the quote request you want to edit
2. Choose Cancelled from the dropdown list

This will not email the Supplier. You can notify them manually by sending them an email if you want to



NOTES TAB

1. Click *+Add Note* to create a new note
2. Enter a name for the note, this is what you will see when you look at your diary providing a reminder is set on the note
3. Enter the details of the note
4. If you select *Pending* as the status, you will be able to set a date and time for the reminder to appear in your diary
5. Use the calendar to select the date and time you want the note to appear on your diary
6. Click *Done* when you have completed entering the reminder time
7. Click *Save* to save the reminder

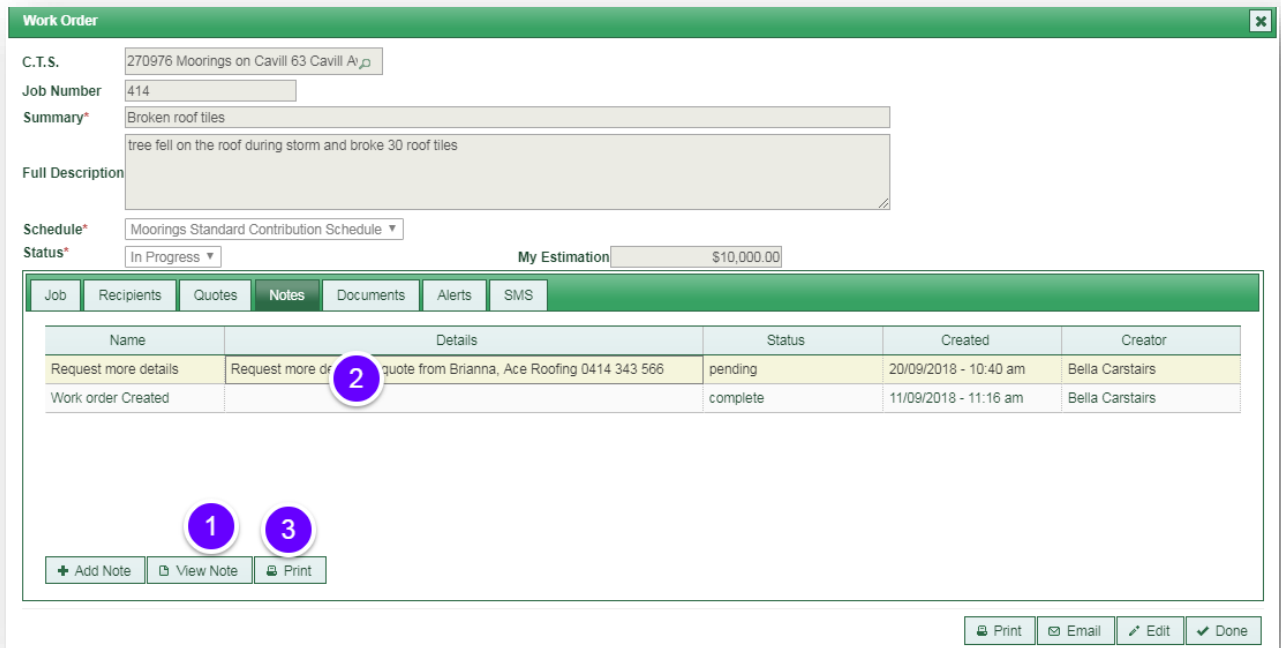
The screenshot displays the 'Note' modal form within the PropertyIQ Work Order system. The form is titled 'Note' and contains the following fields and options:

- Name***: Request more details
- Details**: Request more details on quote from Brianna, Ace Roofing 0414 343 566
- Status**: Pending (dropdown menu)
- Reminder**: 20/09/2018 - 07:30

A calendar for September 2018 is open, showing the 20th selected. The time picker is set to 07:30. The main interface shows a list of notes and a table with columns for Status, Created, and Creator.

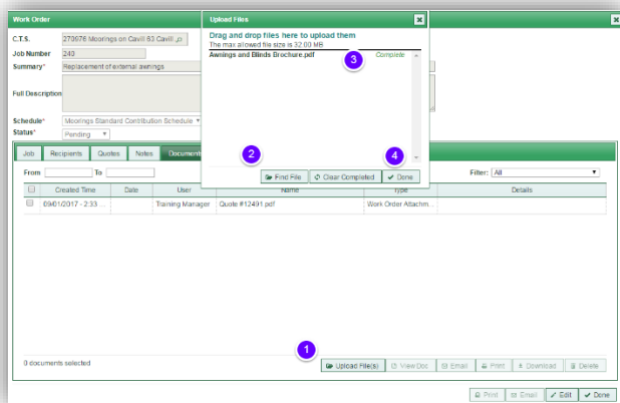
Status	Created	Creator
complete	11/09/2018 - 11:16 am	Bella Carstairs

1. To view an existing note, click on the note you want to view to highlight it, and then click *View Note* or
2. Double click on the note you want to view.
3. Click on *Print* to print a PDF of all notes for the work order. This will open a PDF in a new tab



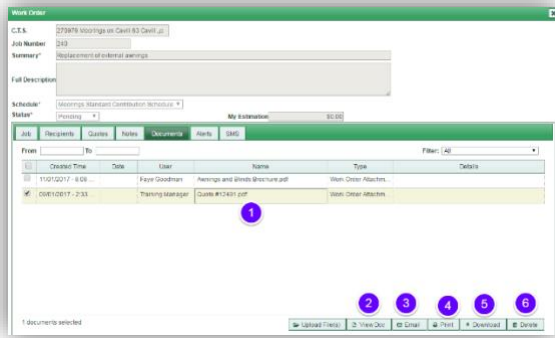
DOCUMENTS TAB

You can upload and store as many documents as you want. Any documents that you attached when you emailed the quote request will be automatically added to this tab. When you process a supplier invoice through the supplier transactions function, and associate it with a work order, the invoice will automatically be stored here.

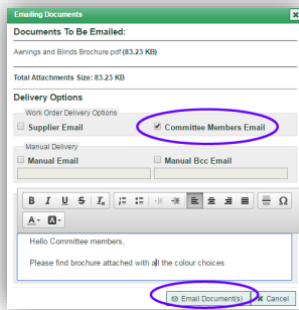


1. Click on *Upload Files* to upload a document.
2. Click on *Find File* or
3. Drag and drop the file here
4. Click *Done* when completed to save the document to the work order

5. You will have a number of options once your document is uploaded.



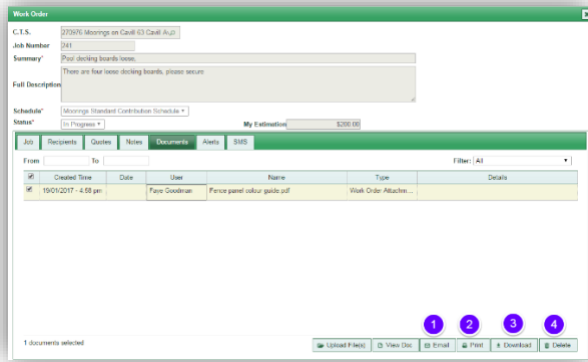
1. Double click to select a document
2. Click *View Doc* to open and view the document
3. Click to email



You can email documents to the supplier, the committee members or email manually to other recipients. Tick to select the recipients or tick manual email to enter an email address manually. Enter your message

Select one or more documents and then you can:

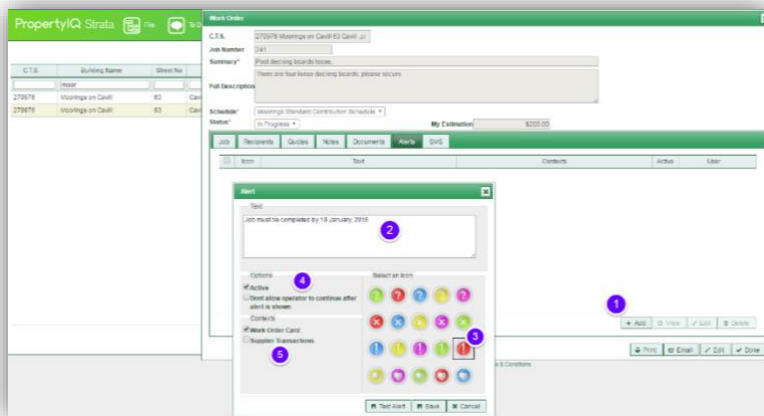
1. Click *Email Documents(s)* to send.
2. Click *Print* to print the selected document(s)
3. Click *Download* to download document(s). If there is more than one document selected, PropertyIQ will create a zip file
4. Click *Delete* to delete the selected document(s)



ALERTS TAB

You can add alerts that will pop when triggered by actions

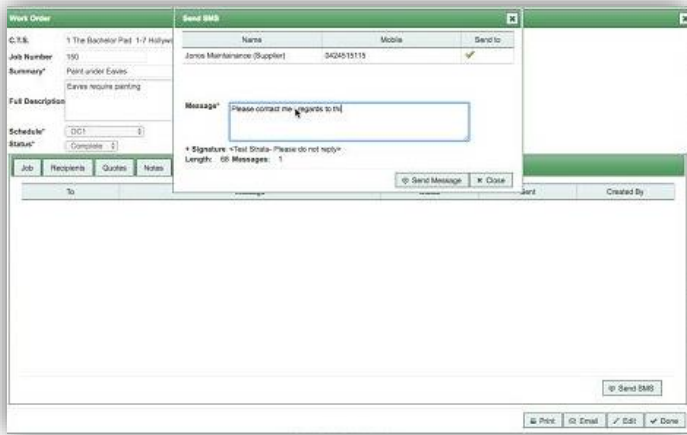
1. Click *+Add* to add an alert
2. Add the alert text
3. Select the icon you want to use for this alert
4. The active box will be ticked by default. You can click here if you want to stop the operator from continuing once the alert is activated
5. Select the event that will activate the alert – either when clicking on the work or when processing supplier transactions for that work order.



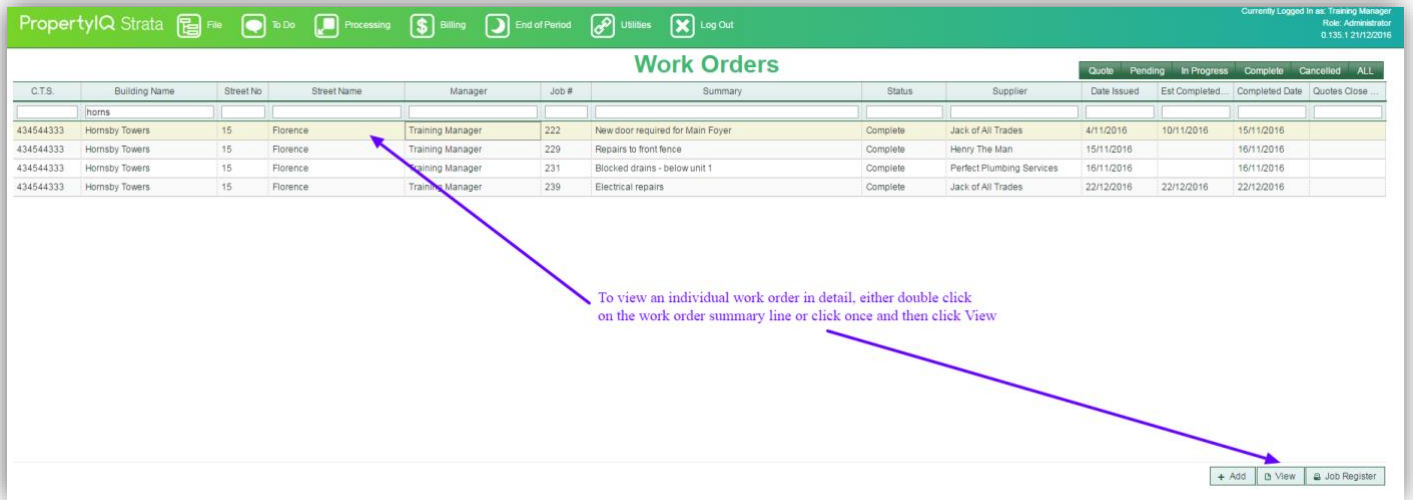
SMS TAB

SMS is available as an addition to your subscription. For more information about SMS, see the manual “SMS”

1. Click on *Send SMS* to start
2. Type your message
3. Click *Send Message* to send the message



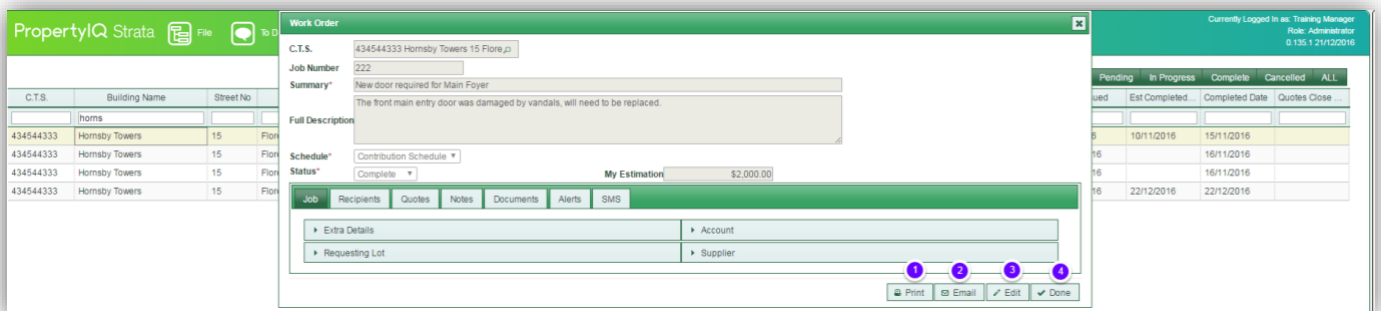
VIEWING AND EDITING AN EXISTING WORK ORDER



You can view and edit existing work orders from the Work Order Screen

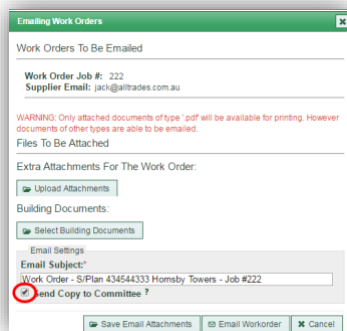
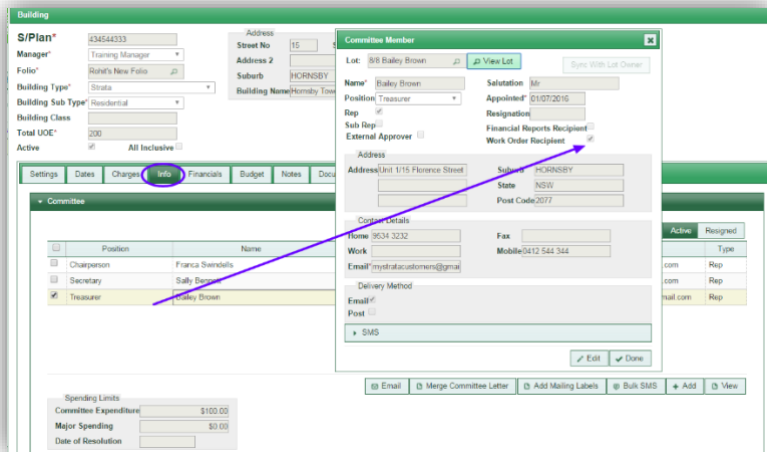
Filter first if you have a lot of records. This screenshot is filtered by building but you can filter by typing key letters in any of the blank boxes at the top

Double click on the work order summary line or click once and then click *View* at the bottom of the screen.



1. Click *Print* to generate a PDF for printing

- Click *Email* to email a copy to the supplier. You can tick to send a copy to the committee this will only send to committee members nominated as work order recipients on their committee member card.



- Click *Edit* to start editing. See the section above on adding a work order for a full explanation of each tab.

Work Order

C.T.S. 434544333 Hornsby Towers 15 Flore, p

Job Number 222

Summary* New door required for Main Foyer

Full Description The front main entry door was damaged by vandals, will need to be replaced.

Schedule* Contribution Schedule

Status* Complete My Estimation \$2,000.00

Job Recipients Quotes Notes Documents Alerts SMS

Extra Details

Job Terms Completed within seven days

Special Instructions Please ensure that finished paintwork conforms with building colour scheme

Requesting Lot

Lot: []

Contact Details*

Agent	Owner	Tenant	Other

Preferred Contact Method:

Phone 1: [] Phone 2: [] Mobile: []

Name []

Email []

Phone 1 []

Phone 2 []

Mobile []

Account

Select Account: []

Account: Building Repairs Major

Budget \$0.00

Actual -\$550.00

Supplier

Select Supplier: Jack of All Trades []

Supplier: Jack of All Trades

Phone: []

Fax: []

Mobile: []

Compliance: []

Date Issued 04/11/2016

Date Quoted 01/11/2016

Amount Quoted \$1,800.00

Estimated Completion 10/11/2016

Completed Date 15/11/2016

Extra Name []

Extra Email []

Extra Phone []

Extra Mobile []

Save Cancel

4. Click *Done* when finished

JOB REGISTER

You can generate a job register in PDF format.

1. Click on *Job Register* to get started
2. Tick *Single Building* if you only want to include one building or leave blank if you want to generate for all buildings. If you select *Single Building*, use the search icon to find the building you are looking for
3. Tick *Single Supplier* if you only want to include a single supplier. If you select single supplier, use the search icon to find the supplier you are looking for.
4. The default is all managers. Use the dropdown list to select a manager if you want to generate for just one manager
5. Click to define the sort order
6. The default is all work order statuses. You can select a single status from the dropdown list
7. Enter a date range to filter based on the date the work order was created
8. Enter a date range to filter based on the estimated date of completion that was entered
9. Click *Generate* to create a PDF report of all selected work orders

PropertyIQ Strata File To Do Processing Billing End of Period Utilities Log Out Currently Logged In as: Faye Goodman Role: Administrator 0.135.1.21/12/2016

Work Orders

C.T.S.	Building Name	Street No	Street Name	Manager	Job #	Summary	Status	Supplier	Date Issued	Est Completed...	Completed Date	Quotes Close ...
	moor											
270976	Moorings on Cavill	63	Cavill Avenue	Training Manager	240	Replacement of external awnings	Pending		4/1/2017			
270976	Moorings on Cavill	63	Cavill Avenue	Training Manager	241	Pool decking boards loose.	In Progress	Jack of All Trades	6/1/2017			

Job Register

Building
 Single Building
 Building: 270976 Moorings on Cavill 2

Supplier
 Single Supplier
 Supplier: 3

Manager: All Managers 4 Filter: Status: All Statuses 6

Sort
 Date 5 Date Range: From: 01/11/2016 To: 31/05/2017 7
 Building
 Supplier
 Estimated Completion Date
 Estimated Completion Date Range: From: 01/12/2016 To: 01/08/2017 8

9 Generate Close

1 + Add View Job Register

PropertyIQ Strata Testing
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 Ph: 1300 724 256 Email: stephanieb@propertyiq.com.au
 Printed: 20/01/2017 09:10 am User: Faye Goodman Page 1

Job Register

All Jobs As At 20/01/2017 For All Managers

Date Created	Job#	Building/Supplier	Status	Est Completion Date	Details
08/04/2014	1	SP: 10 Tempo / Jims Mowing	Complete	14/04/2014	Toilet Please quote the fix toilet please complete 3 days fkfsdv
26/07/2014	2	SP: 10 Tempo / Jims Mowing	Complete	31/07/2014	Garden Clean up and hedge trimming Please complete full service on this block during next visit.