



When the same issue comes back

Recurring Facilities Issue Tracker Kit | For K-12 facilities directors and their teams

Give the next person the history.

A new report can look like a new problem when the earlier work is hard to find. Use this kit to connect repeat observations, official work orders, authorized actions, and follow-up results in one short handoff.

ONE HISTORY. LINKED TO YOUR EXISTING SYSTEM.

Choose one recurring issue. Give the summary a stable reference and link each official work order. Keep technical findings and detailed service records in the district system. Update the summary when there is new information; avoid maintaining a second service database.

SEE THE DIFFERENCE | Pages 2-3

A fictional lighting report shows how a symptom returns, what to record, and why a quiet check does not prove a lasting fix.

CONNECT THE RECORDS | Pages 4-5

Use an issue summary and repeat-event log to preserve what was observed, what was reported, and what happened afterward.

CLOSE THE LOOP | Page 6

Agree on an owner, a next check, and the evidence needed for a closure or continued-monitoring decision.

For urgent concerns, use district reporting and escalation procedures immediately. This kit is a routine coordination aid, not an inspection, repair procedure, or safety clearance.



Worked example: a returning report

Fictional classroom lighting scenario. Dates, references, observations, and actions are illustrative.

OCT 5 | FIRST REPORT | WO-1042

At 8:10 a.m., the teacher reports that a ceiling light flickered during the start of class. The facilities coordinator records the room reference in the authorized system. No cause has been established.

OCT 6 | ACTION RECORDED | WO-1042

Authorized maintenance staff record service completed in the work order. The coordinator links that record instead of rewriting technical details. A brief check at 1:30 p.m. does not reproduce the reported flicker.

OCT 9 | IT RETURNS | WO-1087

At 8:15 a.m., the teacher reports flickering again in the same location. The new work order links WO-1042. Status: recurrence reported; refer the connected history to the responsible qualified staff.

OCT 12 | FOLLOW-UP IS PLANNED

The coordinator asks qualified staff what further observation is appropriate and when to check. The next update is due October 15. No one is asked to open, test, or service equipment outside their role.

WHAT THIS HISTORY DOES - AND DOES NOT - SHOW

Two reports occurred near the start of class, and one afternoon check did not reproduce the symptom. That timing is useful context for assessment. It does not establish a technical cause, prove the earlier service failed, or confirm safe operation.



Write facts someone else can use

Use these examples to make a handoff clearer without turning observations into a diagnosis.

Instead of: “The light is broken again.”

Write: “Teacher reported flickering at 8:15 a.m. on October 9, in the same location as WO-1042. Linked new report: WO-1087. Facilities staff have not yet independently observed this recurrence.”

Instead of: “It only happens in the morning.”

Write: “Reports on October 5 and 9 were near 8 a.m. We do not have observations from every other period. Ask the qualified reviewer whether timing information would help.”

Instead of: “Fixed - nobody complained.”

Write: “Service is recorded in WO-1042. A brief October 6 afternoon check did not reproduce the symptom. Later follow-up is still needed; absence of a report is not the same as a documented check.”

Three distinctions to keep visible

Reported: someone described what they experienced. **Observed:** a named staff role directly noticed it.

Assessed: authorized qualified staff recorded a finding in the official system. Keep each statement connected to its source and date.

If conditions change or a concern appears urgent, follow district escalation procedures. Do not wait for the next tracker review.



Issue summary: keep the links together

One summary per issue. Store internal locations and work-order references only in approved systems.

Issue reference: _____ Coordinator / role: _____

First recorded: _____ Summary last updated: _____

Location / asset reference + plain-language symptom

Use the district reference. Describe what people noticed, without assuming a cause.

Linked work orders and supporting records

Record IDs, dates, and where authorized staff can find the records. Include relevant earlier work.

Pattern worth asking about / limits of the evidence

Timing, conditions, or repeated location. Identify what is known, reported, unverified, or missing.

Most recent authorized action and result

Reference the official action record. State what follow-up found and who supplied the result.

Current status: ☐ Awaiting review ☐ Action assigned ☐ Monitoring

☐ Recurrence reported ☐ Closed in official system



Repeat-event log: add, do not overwrite

Keep the earlier entries. Copy this page when the issue needs more history.

Issue reference: _____ Page ____ of ____

EVENT 1 | Date / time: _____ **Work order:** _____

Source / role: _____ ☐ Direct observation ☐ Report received

What occurred / relevant conditions: _____

Action / official record reference: _____

Result / next action / owner / due date: _____

EVENT 2 | Date / time: _____ **Work order:** _____

Source / role: _____ ☐ Direct observation ☐ Report received

What occurred / relevant conditions: _____

Action / official record reference: _____

Result / next action / owner / due date: _____

EVENT 3 | Date / time: _____ **Work order:** _____

Source / role: _____ ☐ Direct observation ☐ Report received

What occurred / relevant conditions: _____

Action / official record reference: _____

Result / next action / owner / due date: _____

Record "not checked" when no check occurred. Use "not reproduced during this check" when that is the actual result.



Follow-up and closure record

Agree on the check with the responsible qualified staff. Follow district closure requirements.

A SHORT REVIEW: FIVE QUESTIONS

What came back? Which records belong together? What did the last action actually establish? Who owns the next step? What evidence is needed before closing or continuing to monitor?

Next action + owner + due date

Name the coordinator and the authorized person responsible for assessment or action.

Warranty / service agreement check

Coverage dates, covered issue, claim contact / deadline, authorized-service terms. Who confirms?

Follow-up plan and limits

What will be checked, when, by whom, and under what appropriate conditions? What will this check not establish?

Actual result + evidence reference

Record date, source, and outcome: recurrence / not reproduced during check / not checked / other.

Decision + update to the requester

Record continued monitoring, further assessment, or official closure. Name who decided and where it is recorded.

Confirm warranty terms before arranging further work; do not assume coverage or delay urgent reporting. If the issue returns, link the new report to this history.