



PUNCH LIST ITEMS PROCESS

- 1. Superintendent gives Office Manager Walk Through Sheet for Closing - **Less than 5 items or Customer cannot close**
 - Both will make a Punch List Work Form at that time.
 - Office Manager will go over the Punch List Form with Customer at closing.
 - Office Manager will get the customer to sign off on Punch List Work Form at closing.
- 2. Office Manager gives Punch List Work Form to Superintendent
- 3. Superintendent
 - Calls and makes appointment with customer to have items finished.
 - Scheduling and coordinating with Sub Contractor for the appointment(s).
- 4. Superintendent WILL BE THERE with the sub-contractor to fix the item(s).
- 5. Once item(s) are repaired, customer is notified by superintendent of such repair.
 - Has customer sign off that work has been completed
 - Turns paperwork back into Office Manager that the repair is complete.
- 6. Office Manager then sends customer an email to verify that work has been done and to their satisfaction.
 - Files paperwork in customer's folder

**THIS PROCESS SHOULD NOT TAKE
OVER 10 DAYS FROM START TO FINISH!**