

ASPIRE LIVING · STANDARD OPERATING PROCEDURE

Using the Aspire Maintenance Field App

For the maintenance team and external contractors

Ref: ALM-SOP-MAINT-APP-01

Version: 1.0

Date: July 2026

Approved by: Chris Paton

Purpose

This SOP explains how every maintenance operative — the retained team and external contractors — uses the Aspire Maintenance field app to view their jobs, record the work with photos and time, submit it for review, and log a new job found in the field.

Following it means every job is evidenced, time is captured for payment, and nothing gets fixed off-system. The app is at aspire-maintenance-app.pages.dev; retained team sign in with a PIN, external contractors use their own personal link.

Retained team vs external contractors

Feature	Retained team	External contractor
Sign in	PIN	Personal link (no PIN)
Start / Finish timer	Yes	No
Waste / Paint charges	Yes	No
Log a new job	Yes	No
Before/after photos + outcome	Yes	Yes

NOTE: Never fix a job off-system. If it is not already on your list, log it first (Stage 3) so there is a proper record, before-and-after photos and sign-off — and so you get paid for it.

STAGE 1 — Sign in & find your jobs

OWNER
MT — Maintenance
Team

#	Step	Detail
1	Sign in	- Retained team: open the app and enter your PIN. - External contractor: tap your personal link — it signs you in automatically, no PIN needed. - Save the link to your phone's home screen so it is one tap next time.
2	The home screen	Four tiles: My jobs for the day, Log a new / ad-hoc job, Submit an expense, and How to use this app. - External contractors see a simpler app — job completion, photos and outcome only. - Tip: "How to use this app" has a short video walkthrough at the top.

3	Open "My jobs for the day"	Your assigned jobs are listed, soonest first. Tap a job to open it. Any job where you are a second attendee also appears here.
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STAGE 2 — Do the job & submit			OWNER MT — Maintenance Team
#	Step	Detail	
1	Read the job	Check the issue, property / unit and description. Read any access notes before you travel.	
2	Start the timer	Retained team only. Tap Start when you begin on site. External contractors have no timer — skip this.	
3	Take BEFORE photos	At least one photo before you begin the work.	
4	Do the work	Carry out the repair.	
5	Take AFTER photos	At least one photo once the work is finished.	
6	Write what you did	A clear note of the work carried out and any parts used.	
7	Waste / Paint	Retained team only. Tick Waste only if you used Aspire's waste disposal; tick Paint only if you used Aspire-supplied paint (add type and litres). Leave both off if you used your own.	
8	Finish the timer	Retained team. Tap Finish . Forgot to Start? The app asks for your start and finish times when you submit — you cannot skip it, so time is always captured.	
9	Pick an Outcome	Complete, Needs re-attendance, Awaiting materials, Awaiting access, or Not started.	
10	Submit job	Sends your photos, notes, time and outcome to the manager for review.	

STAGE 3 — Log a new job found on site			OWNER MT — Maintenance Team
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When to use: only when you come across a job that is not already on your list — for example something you spot on site, or a job phoned to you directly. (Retained team.)

#	Step	Detail
1	Tap "Log a new / ad-hoc job"	From the home screen.
2	Fill it in	Job title, property / unit, a short detail, and a priority: C1 Emergency (24h), C2 Urgent (72h), C3 Routine (10 days),

		C4 Non-urgent (28 days).
3	Choose what to do with it	Three options — pick one: - I'm doing this now — assigns it to you, dates it today, and opens it so you can Start straight away. - Add to my jobs for today — assigns it to you, dated today; it sits on your list for later. - Send to the maintenance manager — logs it unassigned; it lands in the manager's allocation board to be scheduled.
4	Tap Create job	Done. If you chose "doing now" it opens straight away — work it exactly like Stage 2.

Quick-Reference Checklist

Tick each item as you complete it. Print this page or work through it on screen.

Done	Owner	Task
☐	MT	Signed in (PIN or personal link)
☐	MT	Opened the job and read the access notes
☐	MT	Timer started (retained team)
☐	MT	BEFORE photos taken
☐	MT	AFTER photos taken
☐	MT	Work described and parts noted
☐	MT	Waste / Paint ticked only if Aspire-supplied (retained team)
☐	MT	Timer finished, or start/finish times entered (retained team)
☐	MT	Outcome selected
☐	MT	Job submitted
☐	MT	Any job found on site logged via "Log a new job"

Document Control

Version	Date	Change	Author
1.0	July 2026	Initial release	Chris Paton

Process Flow

