

FOR PROPERTY MANAGERS AND LANDLORDS

The Property Manager's AI Operations Playbook

25 copy-and-paste prompts for maintenance triage, tenant communication, vendor coordination, and owner reporting

Practical prompts for turning maintenance messages into clear next actions.

Use AI today to bring more control to property maintenance.

BRAND PROMISE

Scale the portfolio, not the staff.

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How to use this playbook

This playbook is a working tool, not a lecture on technology. AI assistants are good at organizing, drafting, comparing, and summarizing the steady stream of maintenance information that crosses your desk. Used well, they shorten the distance between a tenant message and a clear next action. Used carelessly, they produce confident text that was never true. The difference is almost always the context and the constraints you supply. So treat every output as a draft. You remain the operator: you verify the facts, weigh the judgment, and decide what happens next. The prompts here are built around real maintenance workflows, from intake through resolution. They are platform neutral and work with most general-purpose AI assistants. Read each result before you send it or act on it.

- ☐ Each prompt is self-contained. Copy it, replace the bracketed inputs, and paste it into your AI assistant.
- ☐ Replace placeholders such as [TENANT_MESSAGE] and [UNIT] with your own details, and remove anything sensitive first.
- ☐ Read "Use when" to find the right prompt for the moment you are in.
- ☐ Run the "Operator check" before you send or act on any result.
- ☐ Start with the five-minute exercise, then keep the library nearby during the day.

The five-part prompt formula

Good prompts are not clever. They are complete. Most maintenance prompts work better when they carry these five parts. Think of it as a calm process you repeat, not a trick.

- 1 Context.** What property, unit, policy, or situation applies?
- 2 Source material.** What message, ticket, quote, invoice, or list should the AI use?
- 3 Task.** What exact job should the AI perform?
- 4 Constraints.** What must it avoid, preserve, or escalate?
- 5 Output.** What structure should the response take?



Every prompt in this playbook supports one of these five steps. The work is to keep an issue moving from left to right with the least friction.

Before you paste information into AI

AI assistants are useful, but what you paste can leave your control. A few habits keep tenant trust and your operation safe.

AI can organize and draft. A responsible operator still verifies, decides, and acts.

● Good habits

- Remove or replace tenant names when the name is not needed for the task.
- Use only the relevant lease or policy excerpt, never an entire unredacted document.
- Verify dates, names, addresses, unit numbers, policies, and commitments in every output.
- Follow your own emergency procedures and local requirements first.

● Never paste

- Social Security numbers, payment card or bank details, or identity documents.
- Alarm codes, lockbox codes, or other access credentials.
- Medical details or other protected personal information.
- Anything you would not want stored outside your control.

● Keep judgment human

- Consult qualified professionals for legal, safety, code, insurance, or licensed-trade decisions.
- Never let an AI assistant alone make leasing, screening, accommodation, or other high-impact decisions.
- Treat a technical cause from AI as a question for a tradesperson, not a finding.

Triage five maintenance messages in five minutes

This is the fastest way to feel what good triage support looks like. It needs nothing except your own recent messages and your own rules. Run it now.

- 1

Remove personal or sensitive information from the messages.
- 2

Paste up to five recent maintenance messages.
- 3

Add any relevant emergency rules or service-level expectations.
- 4

Run the prompt below.
- 5

Review the resulting priorities, missing questions, and next actions.

01 Triage five maintenance messages

Quick start

USE WHEN You have a batch of incoming maintenance messages and need fast, consistent triage before you assign anything.

INPUTS TO REPLACE [UP_TO_FIVE_MESSAGES] · [EMERGENCY_RULES] · [SERVICE_LEVEL]

COPY THIS PROMPT

You are helping me triage incoming maintenance messages for a property I manage.

Use only the information in the messages and rules below. Do not guess, do not diagnose the technical cause, and do not add facts. If a message suggests a possible safety risk, treat it conservatively and tell me to follow our emergency procedure.

Maintenance messages (up to five):
[UP_TO_FIVE_MESSAGES]

Our emergency and severity rules: [EMERGENCY_RULES]

Our service-level expectations: [SERVICE_LEVEL]

Return one table with a row per request and these columns:

1.

Request number

2.

One-sentence issue summary

3.

Verified facts (only what the tenant actually stated)

4.

Potential safety concern (or "none stated")

5.

Suggested severity, naming the rule it maps to

6.

Missing information needed to confirm

7.

Recommended next action

8.

Suggested owner

9.

Tenant response needed (yes or no, and what to ask)

10.

Confidence level (high, medium, or low)

After the table, list any request you could not classify and say what is missing. Label every assumption as an assumption. Do not promise a vendor, appointment, price, or completion time that I did not provide.

OPERATOR CHECK

- ☐ Confirm each suggested severity against your own rules, not the assistant's judgment.
- ☐ Re-read any row marked low confidence or flagged for safety before acting.

02 Build a reusable portfolio context brief

Operating context

USE WHEN You want a reusable context block to paste at the top of future prompts so the assistant understands how your operation runs.

INPUTS TO REPLACE [PORTFOLIO_NOTES] · [OWNER_PREFERENCES]

COPY THIS PROMPT

Turn my notes into a reusable portfolio context brief to paste atop future prompts. Use only what I provide; where a topic is missing, write "Not provided" instead of inventing anything.

My notes: [PORTFOLIO_NOTES]

Owner preferences, if any: [OWNER_PREFERENCES]

Organize the brief under these headings, each in one or two lines:

property types and locations; normal business hours; emergency procedure and after-hours contact; severity definitions (level 1 to level 4); tenant communication standards; vendor rules and approval limits; property access rules; escalation contacts; owner preferences.

End with a list titled "Missing policies to confirm" naming every heading marked "Not provided."

OPERATOR CHECK

- ☐ Fill every "Not provided" gap with a real policy before you rely on the brief.
- ☐ Confirm the severity definitions match what your team actually uses.

03 Turn policies into AI guardrails

Operating context

USE WHEN You have policies and rules and want a compact rule set that keeps future AI outputs inside your guardrails.

INPUTS TO REPLACE [MAINTENANCE_POLICIES] · [ESCALATION_RULES] · [LEASE_EXCERPT]

COPY THIS PROMPT

Convert the material below into a compact, reusable set of operating instructions. Use only what I provide; do not invent policies, lease terms, laws, or thresholds, and list anything unclear or missing under "Needs a human decision."

Maintenance policies: [MAINTENANCE_POLICIES]

Escalation rules: [ESCALATION_RULES]

Relevant lease excerpt: [LEASE_EXCERPT]

Return five short sections, one line per item:

1. What the assistant may draft on its own
2. What requires my approval before sending or acting
3. What requires immediate escalation to a human
4. What must never be assumed and always confirmed
5. What information should never be pasted into an AI assistant

OPERATOR CHECK

- ☐ Confirm the escalation section covers your real emergency triggers.
- ☐ Verify nothing in the lease excerpt was restated in a way that changes its meaning.

04 Convert a messy tenant message into a ticket

Intake and triage

USE WHEN A tenant sent a vague or emotional message and you need a clean, structured ticket.

INPUTS TO REPLACE [TENANT_MESSAGE] · [PROPERTY_NAME] · [UNIT] · [PROPERTY_POLICY]

COPY THIS PROMPT

You are helping me turn a tenant maintenance message into an actionable ticket.

Use only the information I provide. Do not guess or add facts, and do not diagnose the technical cause. Clearly separate confirmed facts, missing information, and assumptions. If anything suggests a possible safety risk, put "Potential safety concern" at the top and tell me to follow our emergency procedure.

Tenant message: [TENANT_MESSAGE]

Property and unit: [PROPERTY_NAME], [UNIT]

Relevant policy or severity rules: [PROPERTY_POLICY]

Return:

1. A concise ticket title
2. A one-sentence issue summary
3. Confirmed facts
4. Missing information, up to five questions
5. Possible safety concern (or "none stated")
6. Suggested severity, with a short reason tied to the rules above
7. Category and the likely trade required
8. Recommended next action and the owner of that action
9. A calm tenant acknowledgement under 90 words that promises no vendor, time, or cost I did not give you

Do not mention that this was drafted with an AI assistant.

OPERATOR CHECK

- ☐ Confirm the category and trade before you dispatch anyone.
- ☐ Read the acknowledgement for any promise you cannot keep yet.

Example 1 **A tenant message becomes a structured ticket**

Oak Terrace, Unit 4B. **Fictional example.**

TENANT MESSAGE

"Hi, the kitchen sink at 4B has been leaking under the cabinet since last night. There's a bucket under it but it's filling up and the floor is getting wet now."

STRUCTURED TICKET (EXCERPT)

Title	Under-sink leak, kitchen, Oak Terrace 4B
Confirmed facts	Leak under kitchen sink; began the previous night; bucket filling; floor getting wet.
Missing info	Is the supply shut off? Constant flow or a drip? Any outlet or appliance near the water?
Possible safety	Water spreading toward the floor and possible outlet exposure; verify before any energized work.
Severity	Maps to the rule for active water intrusion (treated as high here).
Category / trade	Plumbing.
Next action / owner	Ask tenant to use the under-sink shutoff if reachable; dispatch plumber. Owner: coordinator.

Acknowledgement draft: "Thanks for letting us know about the leak under your kitchen sink. If you can safely reach the shutoff valve under the cabinet, please turn it clockwise to stop the water, then tell us. We are arranging a plumber and will confirm timing shortly."

05 Run a safety-first severity screen

Intake and triage

USE WHEN A single request might be urgent and you want a conservative safety read against your own rules before deciding.

INPUTS TO REPLACE [REQUEST] · [EMERGENCY_RULES] · [PROPERTY_NAME]

COPY THIS PROMPT

Screen the request below for possible safety risk using only my rules. Do not diagnose the cause or replace emergency services or my judgment.

Request: [REQUEST]

Property and unit: [PROPERTY_NAME], [UNIT]

Our emergency and severity rules: [EMERGENCY_RULES]

Return, in this order:

1. Possible immediate hazards suggested by the wording, each labeled "possible," not confirmed
2. Severity recommendation, citing only the rule it maps to
3. Reasoning, limited to the supplied rules and the tenant's words
4. Information still needed to confirm severity
5. The immediate action a human should take now
6. What the tenant should be told right now, in two or three plain sentences

If the wording could involve gas, fire, flooding, shock, carbon monoxide, or personal-safety risk, say so plainly and tell me to follow our emergency procedure. Do not state a cause as fact.

OPERATOR CHECK

- ☐ Treat every "possible hazard" as a prompt to verify, not a conclusion.
- ☐ If safety is flagged, act on your emergency procedure before anything else.

06 Identify the most useful follow-up questions

Intake and triage

USE WHEN You need just enough from a tenant to triage or schedule, without a long back-and-forth.

INPUTS TO REPLACE [KNOWN_FACTS] · [PROPERTY_POLICY]

COPY THIS PROMPT

Based only on the request below, give me the smallest set of follow-up questions that would most improve triage.

The request and what I already know: [KNOWN_FACTS]

Relevant rules, if any: [PROPERTY_POLICY]

Return no more than five questions, ordered by impact. Each question must change how I would rate safety, access, severity, vendor selection, or scheduling. Each must be easy for a tenant to answer in one or two sentences, and must not ask for anything already stated above.

For each question, add a short note on why it matters. Do not ask for sensitive personal information, and do not invent details about the unit or the issue.

OPERATOR CHECK

- ☐ Drop any question whose answer you already have.
- ☐ Make sure none of the questions request sensitive personal data.

07 Categorize the issue and identify the trade

Intake and triage

USE WHEN You want a consistent category and required trade so a request routes to the right place.

INPUTS TO REPLACE [REQUEST] · [CATEGORY_LIST] · [VENDOR_ROSTER]

COPY THIS PROMPT

Categorize the request below using only my category list and the capabilities I provide. Do not select a specific vendor unless I include a roster.

Request: [REQUEST]

My category list: [CATEGORY_LIST]

Known trade or vendor capabilities: [VENDOR_ROSTER]

Return:

1. Primary category, from my list only
2. Secondary category, if one clearly applies
3. Required skill or trade
4. Parts or equipment worth asking the vendor to bring, phrased as questions to confirm
5. Confidence level (high, medium, low)
6. Any ambiguity that needs a human decision

Do not present a diagnosis as fact or invent a category that is not on my list.

OPERATOR CHECK

- ☐ Confirm the primary category exists in your list before routing.
- ☐ Treat the parts list as questions for the vendor, not a confirmed diagnosis.

08 Group duplicate reports into one plan

Intake and triage

USE WHEN Several messages or tickets may describe the same underlying problem and you want one coordinated plan.

INPUTS TO REPLACE [OPEN_TICKETS] · [PROPERTY_NAME]

COPY THIS PROMPT

Find likely duplicates or related reports among the requests below. Similar symptoms do not prove a shared cause, so stay cautious.

Requests: [OPEN_TICKETS]

Property: [PROPERTY_NAME]

Return:

1. Groups of items that appear connected, with the shared facts that link them
2. Items that should stay separate, and why
3. Conflicting details across the reports
4. A recommended parent ticket or work order, if grouping is justified
5. A short communication plan for the affected tenants
6. Next actions, each with an owner

Use only the supplied reports. Label any link "possible" unless the facts are identical.

OPERATOR CHECK

- ☐ Confirm grouped tickets really share a cause before you merge them.
- ☐ Make sure no tenant's separate issue gets lost inside a group.

09 Acknowledge a maintenance request

Tenant communication

USE WHEN You want to confirm receipt quickly and set a calm, accurate tone.

INPUTS TO REPLACE [TENANT_MESSAGE] · [KNOWN_FACTS]

COPY THIS PROMPT

Draft a short acknowledgement to a tenant who reported a maintenance issue. Use only the facts below, and do not invent a timeline.

What the tenant reported: [TENANT_MESSAGE]

The next step I can honestly confirm: [KNOWN_FACTS]

The message should confirm what we received, summarized accurately without changing the facts; state the next known step in plain language; ask only for essential missing information, if any; avoid promising a vendor, appointment, or completion time I did not provide; and stay under 100 words, calm and respectful.

Do not mention that the message was drafted with an AI assistant. Write it ready to send.

OPERATOR CHECK

- ☐ Confirm the next step you stated is one you can actually deliver.
- ☐ Check that no specific date or time slipped in.

10 Ask clarifying questions with care

Tenant communication

USE WHEN You need diagnostic or access details but want the request to feel considerate, not bureaucratic.

INPUTS TO REPLACE [KNOWN_FACTS] · [OPEN_TICKETS]

COPY THIS PROMPT

Turn the questions below into a brief, respectful message to a tenant. The goal is cooperation, not interrogation.

Issue being worked on: [KNOWN_FACTS]

Questions I need answered: [OPEN_TICKETS]

The message should briefly explain why the answers help us resolve the issue faster; group the questions so they are easy to answer; avoid blame, jargon, and a procedural tone; and stay concise and warm without overpromising.

Do not add questions I did not list, and do not promise a specific schedule or outcome. Do not mention that an AI assistant wrote it.

OPERATOR CHECK

- ☐ Verify the question list is complete; a second round annoys tenants.
- ☐ Make sure nothing reads as blaming the tenant for the issue.

11 De-escalate a frustrated conversation

Tenant communication

USE WHEN A tenant is upset about a delay or repeat issue and you need a steady, factual reply.

INPUTS TO REPLACE [TENANT_MESSAGE] · [KNOWN_FACTS] · [SERVICE_LEVEL]

COPY THIS PROMPT

Draft a calm reply to a frustrated tenant. Acknowledge the inconvenience without arguing or accepting responsibility that the facts do not support.

The tenant's message:

[TENANT_MESSAGE]

Confirmed facts: [KNOWN_FACTS]

The next concrete action: [SERVICE_LEVEL]

The reply should acknowledge the frustration genuinely and briefly; restate only the confirmed facts; avoid admitting fault or blame that is not established; explain the next concrete action; state what information is still needed, if any; avoid promising a result or schedule that is not yet confirmed; and stay under 140 words.

Write in plain, respectful English. Do not mention that an AI assistant drafted it.

OPERATOR CHECK

- ☐ Confirm every fact you restate is actually established.
- ☐ Make sure the next action is something you can start now.

12 Schedule a vendor visit and confirm access

Tenant communication

USE WHEN You have real availability and access rules and need to coordinate a visit with the tenant.

INPUTS TO REPLACE [SERVICE_LEVEL] · [EMERGENCY_RULES] · [KNOWN_FACTS]

COPY THIS PROMPT

Help me coordinate a maintenance visit. Use only the availability and rules I provide, and do not invent appointment times.

Confirmed availability: [SERVICE_LEVEL]

Access rules and entry notes: [EMERGENCY_RULES]

Tenant preferences and unit details I know: [KNOWN_FACTS]

Produce four things:

1. A primary scheduling message to the tenant offering only the availability above
2. A shorter SMS version of the same message
3. An access reminder the tenant should know before the visit
4. A short internal checklist of details I should confirm before I send anything

Keep tenant messages concise and respectful, promise no scope or outcome, and never mention an AI assistant wrote them.

OPERATOR CHECK

- ☐ Confirm the offered windows are still open before sending.
- ☐ Verify the access instructions match the unit's actual entry method.

13 Send a delay or change-of-plan update

Tenant communication

USE WHEN A vendor, part, approval, or schedule has changed and the tenant needs an honest update.

INPUTS TO REPLACE [KNOWN_FACTS] · [SERVICE_LEVEL] · [EMERGENCY_RULES]

COPY THIS PROMPT

Draft a transparent update for a tenant after a change of plan. Use only the facts below.

What changed: [KNOWN_FACTS]

The new known next step: [SERVICE_LEVEL]

Timing I can confirm versus only estimate: [EMERGENCY_RULES]

The message should clearly say what changed, without blaming a person or company; state the new next step; separate confirmed timing from estimated timing and label estimates as estimates; invite the tenant to tell us if the issue gets materially worse; and stay concise and steady in tone.

Do not invent a new completion date, and do not mention that an AI assistant wrote it.

OPERATOR CHECK

- ☐ Confirm which timing is truly committed versus estimated.
- ☐ Make sure the message does not assign blame you cannot support.

14 Confirm resolution and make reopening easy

Tenant communication

USE WHEN Work is reportedly done and you want to close the loop while leaving an easy path to reopen.

INPUTS TO REPLACE [WORK_ORDER] · [KNOWN_FACTS]

COPY THIS PROMPT

Draft a closure message to a tenant after reported completion. Use only the information below, and do not overstate what was done.

What was reportedly completed: [WORK_ORDER]

Any care or monitoring instructions to include: [KNOWN_FACTS]

The message should state the work that was reported as completed; ask the tenant to confirm the issue is resolved; give a simple way to report it again if the problem returns; avoid pressuring the tenant to agree that it is fixed; include any care or monitoring instructions provided; and stay under 100 words, calm and respectful.

Do not claim the issue is definitely fixed, and do not mention that an AI assistant wrote it.

OPERATOR CHECK

- ☐ Confirm the work was actually reported complete by the vendor or staff.
- ☐ Make sure the reopen instructions are genuinely easy to follow.

15 Draft a complete vendor work order

Vendor coordination

USE WHEN You are dispatching a vendor and want a clear work order with nothing essential missing.

INPUTS TO REPLACE [WORK_ORDER] · [PROPERTY_POLICY] · [OWNER_PREFERENCES]

COPY THIS PROMPT

Turn the details below into a vendor-ready work order. Use only what I provide, and do not include tenant personal information that the vendor does not need.

Ticket details and known symptoms: [WORK_ORDER]

Property, unit, and access instructions: [PROPERTY_POLICY]

Approval limit and tenant availability: [OWNER_PREFERENCES]

Produce a work order with these sections: property and unit; access instructions; scope of work, concise and specific; known symptoms, reported not diagnosed; relevant history, if any; safety notes; tenant availability; photos or files available, listing what I mentioned; approval limit and what to do if cost will exceed it; required completion report; and questions the vendor must answer before or after the visit.

Do not invent scope, parts, prices, or history I did not provide.

OPERATOR CHECK

- ☐ Confirm the approval limit and the over-limit instruction are correct.
- ☐ Remove any tenant detail the vendor does not actually need.

16 Match a request to a vendor roster

Vendor coordination

USE WHEN You have a vendor roster and want a ranked recommendation for a specific job.

INPUTS TO REPLACE [WORK_ORDER] · [VENDOR_ROSTER]

COPY THIS PROMPT

Rank only the vendors in my roster for the job below. Do not add vendors or invent qualifications.

The job: [WORK_ORDER]

My vendor roster, with whatever details I included: [VENDOR_ROSTER]

Rank the vendors using only the attributes I provided, such as trade and capability match, service area, stated availability, existing knowledge of the property, licensing or insurance if I listed it, price rules if I listed them, and prior performance notes if I listed them.

Return a short ranked list with one line of reasoning each, then note any missing information that would change the ranking. If no vendor clearly fits, say so. Never assume a vendor is licensed, insured, or available unless I stated it.

OPERATOR CHECK

- ☐ Confirm the top vendor's availability directly before dispatching.
- ☐ Verify licensing or insurance yourself; do not rely on an assumption.

17 Compare vendor quotes on equal terms

Vendor coordination

USE WHEN You have two or more quotes for the same job and want a fair, normalized comparison.

INPUTS TO REPLACE [QUOTE_A] · [QUOTE_B] · [WORK_ORDER]

COPY THIS PROMPT

Normalize the quotes below into one comparison so I can judge them on equal terms. Use only what each quote states, and do not assume what an unstated line includes.

The job: [WORK_ORDER]

Quote A: [QUOTE_A]

Quote B: [QUOTE_B]

Build a comparison covering, for each quote: included scope; stated exclusions; labor; materials; fees; timing; warranty; assumptions the quote depends on; and total price.

Then provide a list of differences that matter, questions to ask each vendor before approving, and a best-value recommendation with reasoning. Do not automatically prefer the lowest price. Where a quote is silent on something, mark it "not stated" rather than guessing.

OPERATOR CHECK

- ☐ Confirm both quotes cover the same scope before comparing totals.
- ☐ Ask the "not stated" questions before you approve anything.

Example 2 Two vendor quotes, normalized

Riverstone Court, water heater replacement. Fictional example.

ITEM	QUOTE A	QUOTE B
Heater (40 gal)	Included	Included
Labor	Included	Included
Haul-away	Included	Not stated
Permit	Excluded	Not stated
Timing	5 business days	2 to 3 business days
Warranty	1 year labor	Not stated
Total	\$1,420	\$1,180

Questions before approval: does Quote B include haul-away and the permit, and what warranty does it offer? The lower total is not automatically best; B's unstated items could erase the \$240 difference.

18 Follow up on a stalled work order

Vendor coordination

USE WHEN A work order has gone quiet and you need a graduated follow-up without losing professionalism.

INPUTS TO REPLACE [WORK_ORDER] · [KNOWN_FACTS] · [SERVICE_LEVEL]

COPY THIS PROMPT

Help me follow up on a stalled work order using only the facts below. Keep the tone professional, not accusatory.

Work order summary: [WORK_ORDER]

Last update I have: [KNOWN_FACTS]

Any agreed deadline: [SERVICE_LEVEL]

Produce four items:

1. A concise, friendly vendor follow-up message
2. A firmer second follow-up for if the first goes unanswered
3. A short internal escalation note summarizing the facts and the risk
4. A brief tenant update based only on confirmed information

Include a next deadline only if I provided one. Do not invent reasons for the delay or promise a new date.

OPERATOR CHECK

- ☐ Confirm the last update is current before implying the vendor is late.
- ☐ Keep the tenant update free of any date you have not secured.

19 Audit an invoice against the scope

Vendor coordination

USE WHEN An invoice arrived and you want to check it against the work order, quote, and completion notes.

INPUTS TO REPLACE [INVOICE] · [WORK_ORDER] · [QUOTE_A]

COPY THIS PROMPT

Compare the documents below and flag anything that needs my attention. Use neutral language and do not accuse anyone; the goal is to surface questions.

Invoice: [INVOICE]

Approved work order: [WORK_ORDER]

Original quote and completion notes: [QUOTE_A]

Return:

1. Line items that match the approved scope
2. Added or changed scope
3. Quantity or price differences
4. Missing completion evidence
5. Possible duplicate charges
6. Questions to ask the vendor
7. Items that require my approval before payment

Use only the supplied documents. Where they disagree, describe the discrepancy factually rather than assigning fault.

OPERATOR CHECK

- ☐ Confirm any flagged discrepancy against the source documents yourself.
- ☐ Hold payment on flagged items until the vendor answers.

20 Create a daily operations briefing

Portfolio and reporting

USE WHEN You want a fast, prioritized read on the day's open work before you start dispatching.

INPUTS TO REPLACE [OPEN_TICKETS] · [SERVICE_LEVEL]

COPY THIS PROMPT

Turn my open-ticket list into a short daily operations briefing. Use only the tickets and rules I provide. Do not infer status from silence or invent updates.

Open tickets: [OPEN_TICKETS]

Priority rules and service levels, if any: [SERVICE_LEVEL]

Organize the briefing into: critical or possible safety items, listed first; items needing action today; items waiting on tenants; items waiting on vendors; scheduled visits; approvals needed; items at risk of breaching a service level or going overdue; and a recommended order to work the list.

Prioritize by safety, tenant impact, age, dependency, and any service levels I gave you. Keep it scannable, and flag anything where the ticket data looks incomplete.

OPERATOR CHECK

- ☐ Confirm any safety-flagged item against the original ticket.
- ☐ Spot-check a few priorities against what you know on the ground.

Example 3

A messy list becomes a daily briefing

Mixed properties, start of day. **Fictional example.**

RAW TICKETS

Pine Street 12: no hot water, reported 8:10 am. Oak Terrace 4B: under-sink leak, plumber at 2 pm.
Riverstone 7: dishwasher not draining, waiting on tenant availability. Pine Street 3: smoke detector chirping, reported yesterday.

BRIEFING (EXCERPT)

Critical / safety	Pine Street 3 detector chirping (confirm it is not an active alarm); Pine Street 12 no hot water (check for any gas odor first, per your rules).
Action today	Pine Street 12 hot water: confirm cause and dispatch.
Waiting on tenant	Riverstone 7 dishwasher: need availability.
Scheduled	Oak Terrace 4B plumber, 2 pm.
Suggested order	Pine Street 3, Pine Street 12, Oak Terrace 4B, Riverstone 7.

Severity mapping follows your own rules, not the assistant's judgment.

21 Run a weekly backlog cleanup

Portfolio and reporting

USE WHEN Your open list has drifted and you want to find stalled, ownerless, or closeable tickets.

INPUTS TO REPLACE [OPEN_TICKETS]

COPY THIS PROMPT

Analyze my open-ticket list and help me clean up the backlog. Use only the data provided. Do not assume a ticket is complete just because it has gone quiet.

Open tickets: [OPEN_TICKETS]

Identify tickets with no clear next action; tickets with no owner; tickets with stale updates; tickets waiting with no follow-up date; tickets that may be duplicates; tickets that look ready to close, marked "confirm before closing"; and tickets that should be escalated.

Then give me a prioritized cleanup plan for the week. For anything you suggest closing, list what I should verify first. Do not infer completion from a lack of updates.

OPERATOR CHECK

- ☐ Verify each "ready to close" ticket before closing it.
- ☐ Assign an owner to every ticket the plan leaves unowned.

22 Find recurring issues across the portfolio

Portfolio and reporting

USE WHEN You suspect repeat problems and want to see patterns across your ticket history.

INPUTS TO REPLACE [OPEN_TICKETS]

COPY THIS PROMPT

Review the ticket history below and help me see patterns. Correlation is not causation, so separate what you observe from what you infer.

Ticket history: [OPEN_TICKETS]

Return four sections:

1. Directly observed patterns: repeated symptoms, locations, equipment, vendors, timing, or costs that actually appear in the data
2. Possible relationships worth investigating, each labeled as a hypothesis
3. Missing data that would help confirm or rule out a pattern
4. Recommended inspections or process checks, and questions for a qualified professional

Use only the supplied history. Do not claim a cause, and do not estimate numbers that are not present in the data.

OPERATOR CHECK

- ☐ Treat every "possible relationship" as a hypothesis to test, not a finding.
- ☐ Confirm counts and costs against the source data before acting.

23 Draft an owner maintenance update

Portfolio and reporting

USE WHEN An owner needs a concise, professional update on maintenance activity and decisions.

INPUTS TO REPLACE [OPEN_TICKETS] · [INVOICE] · [OWNER_PREFERENCES]

COPY THIS PROMPT

Draft a concise maintenance update for a property owner. Use only the information below, and keep the tone professional and factual.

Recent activity and open items: [OPEN_TICKETS]

Relevant costs: [INVOICE]

Owner preferences, if any: [OWNER_PREFERENCES]

Structure the update as: what happened; what has been completed; what remains open; important costs; approvals needed; material risks; next actions; and decisions required from the owner.

Keep it readable and free of operational clutter. Do not invent costs, outcomes, or conclusions that the information does not support.

OPERATOR CHECK

- ☐ Confirm every cost and figure against your records.
- ☐ Make sure each "decision required" is genuinely the owner's to make.

24 Write a monthly report narrative

Portfolio and reporting

USE WHEN You have the month's data and want a clear written summary to accompany it.

INPUTS TO REPLACE [OPEN_TICKETS] · [REPORTING_PERIOD]

COPY THIS PROMPT

Using the data below, draft a clear written summary for [REPORTING_PERIOD]. Do not calculate, estimate, or invent any number that is not in the data.

Monthly data: [OPEN_TICKETS]

Cover, in plain prose with short headings: request volume; work resolved; work still open; urgent issues; recurring patterns that appear in the data; vendor performance observations supported by the data; material expenses; preventive actions taken or recommended; and priorities for next month.

Keep it factual and readable. Where the data is incomplete, say so rather than filling the gap. Do not present an estimate as a measured figure.

OPERATOR CHECK

- ☐ Verify every figure against the underlying data.
- ☐ Confirm vendor observations are supported, not impressions.

25 Audit the workflow and plan 30 days

Process improvement

USE WHEN You want an honest look at how maintenance actually flows and a practical plan to improve it.

INPUTS TO REPLACE [PROPERTY_POLICY] · [KNOWN_FACTS]

COPY THIS PROMPT

Help me audit my maintenance workflow and build a practical plan. Work only from what I tell you, and ask me to fill gaps rather than guessing.

How the work flows today: [PROPERTY_POLICY]

Where it tends to break down: [KNOWN_FACTS]

If anything essential is missing across intake, triage, severity rules, ownership, vendor assignment, tenant updates, approvals, follow-up, closure, or reporting, list those questions first.

Then produce:

1. A simple map of the current workflow, stage by stage
2. The top five bottlenecks
3. Where requests are most likely to be dropped
4. Repetitive tasks an AI assistant could reasonably help with
5. Tasks that should stay under human control
6. Three changes I can make this week
7. A practical 30-day improvement plan
8. Metrics worth monitoring
9. Questions that remain unanswered

Keep the plan realistic for a small team. Do not recommend any specific software product, and make the advice useful even if I keep my current tools.

OPERATOR CHECK

- ☐ Answer the gap questions before trusting the workflow map.
- ☐ Pick changes your team can actually sustain, not just the longest list.

Before you use an AI-generated result

Run this quick pass on any output before you send it or act on it. If an item is not satisfied, fix it or escalate to a person.

-
- ☐ 01 Did it use only the facts I supplied?
 -
 - ☐ 02 Did it clearly identify the missing information?
 -
 - ☐ 03 Did it flag a possible safety concern?
 -
 - ☐ 04 Does the severity match our actual rules?
 -
 - ☐ 05 Are the property, unit, tenant, vendor, dates, and costs correct?
 -
 - ☐ 06 Did it avoid inventing a promise, policy, price, diagnosis, or deadline?
 -
 - ☐ 07 Is the next action clear?
 -
 - ☐ 08 Is an owner assigned?
 -
 - ☐ 09 Is the tenant-facing tone calm and respectful?
 -
 - ☐ 10 Does a human need to approve this before it is sent or acted upon?
 -

Use the prompts now. Automate the workflow when you are ready.

These prompts help organize one task at a time. As the portfolio grows, copying messages between tools, repeating triage, chasing updates, and tracking ownership can become the next bottleneck.

TenantTickets applies the same operating logic continuously across properties, units, tenants, conversations, vendors, and tickets. Incoming requests become structured work, the right people receive the next action, tenants stay informed, and every open issue remains visible through resolution.

- Turn tenant conversations into structured maintenance tickets
- Route work across properties, staff, and vendors
- Keep every request visible from intake through resolution

Scale the portfolio, not the staff.

See TenantTickets in action

tenanttickets.com