

Maintenance Request System

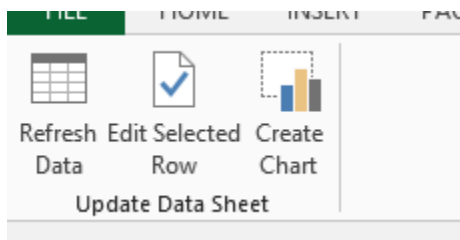
Executive Summary

For my project, I designed a sheet that can help any management company who deals with maintenance requests to deal more effectively with those requests. Currently, the management company I rent from has been very inefficient in dealing with our maintenance requests mainly because there is no standardized system. In this project, I used a Google form to collect data and then created a file using VBA that can read the downloaded data and put it into a way for the maintenance manager to see what has been done and also notify the various tenants of the status of their maintenance request when it changes.

Description and Walkthrough

Worksheets

There is one main sheet (Data) in the final project which has the headers for the data sheet. On this tab there is a place for all the data to be imported from the downloaded Google file. On the update request are all the buttons to manipulate the form.



The Update Data button opens the downloaded Google spreadsheet and reads the data until a date is later than the last row detailed in the current sheet. Once it has found that row, it will copy the remainder of the file into the Data tab so that all of the maintenance requests can be seen in one place. This will also eliminate the possibility of the request being added to the spreadsheet twice. If the sheet is on the responses sheet.

[illegible]

Edit Request

Name: Kierstin Brady

Date Requested: 12/9/2014 9:22:00 PM

Property Name: Mountainwood Unit Number: 135

Date Updated: 12/10/2014

Date Completed:

Problem Area:

- ☒ Kitchen
- ☐ Living Area
- ☐ Bathroom
- ☐ Washer/Dryer
- ☐ Bedroom
- ☐ Other

Problem Description: Dishwasher not drying

Requestor Email: kierstinbrady@gmail.com

Notes: Scheduled technician for 12/11/20

Buttons: Cancel, Save

The Edit Row button opens a form to help ensure the correct row is being edited and also allows the maintenance manager to send an email to the tenant with the status of their maintenance requests.

The maintenance manager has the choice to send an email stating that the request has been updated or completed based on the status of the request.

Send Email

☒ Send Update Email

☐ Send Completed Email

Buttons: OK, Cancel

kierstinbrady@gmail.com

to me

Dear Kierstin Brady,

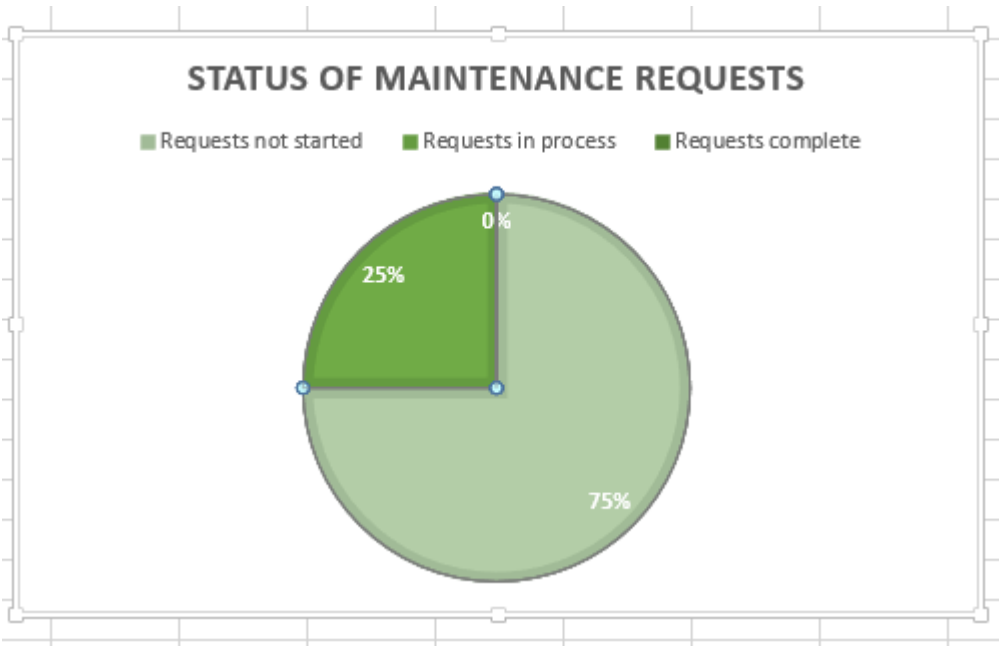
This is to inform you that your maintenance request in the Kitchen category with the problem of Dishwasher not drying has been received on 12/11/2014. The following has been done:

Thank you for your patience!

Brady Bunch Management

6:43 PM (27 minutes ago) ☆

The Create Chart button creates a pie chart on a new tab showing the overall status of the various requests. It pulls the data from a hidden tab where the various calculations are made based on the information on the data tab.



Total Requests	4
Requests not started	3
Requests in process	1
Requests complete	-

This is where the calculations take place pulling data from the data sheet. This sheet is hidden so that no changes can be made to it unintentionally which also keeps the chart accurate.

Learning

This project was primarily combining the concepts learned from various projects. I was able to make minimal changes to the email exercise we did in class to be able to create the email update to the tenant. The challenge came with being able to send different emails based on the option selected on the form. While this is not probably the most efficient way, I created two separate subs that would run depending on the option button that was pushed.

Another problem I encountered was creating a dashboard. There were many metrics and I was unsure exactly how to go about creating a dashboard that would update with the input of new data. The best metrics I could think of did not really use VBA and was unsure of what a management company would actually value in their dashboard. One problem that I was unable to think past was how to update the dashboard so I have it recreated every time the button is pushed.

