



The Customer Desk

CU-10 · USER GUIDE · VERSION 1.0

Defect and snagging tracker

Every defect tracked, room by room, until the buyer signs it off.

Who it's for

Customer care teams managing defects after completion, and the trades who fix them.

In this guide

- What this tool does
- What's in the workbook
- Step by step
- Key inputs
- Reading the results
- The worked example
- Tips from practice



What this tool does

CU-10 is the defect tracker: every defect by plot, room and item with its priority, trade, photo, target and fixed dates and the buyer's sign-off. It shows open and overdue defects, the share fixed in target, average days to fix by trade and priority, a work list for each trade and a sign-off sheet for each buyer.

What's in the workbook

Tab	What it's for
Guide	How to use the tool, in brief.
Summary	Open, overdue and fix rates.
Defects	Every defect.
Trades	Each trade's performance.
Sign-off	Buyer sign-off for one plot.
Licence	Your licence details and terms.

Using the workbook

You'll see	What it means
White cell, blue text	Your inputs. These are the only cells you can change.
Black text	Calculated. Locked so formulas can't be overwritten by accident.
Green text	Pulled from another tab.
Teal cell	The key result on that tab.
Red text	Something needs attention: a late date, a high risk or an expiring quote.

The worked example is already filled in, so you can see how every input should look. Replace it with your own figures; nothing else needs setting up.



Step by step

- 1 **Defects tab.** set the site, report date and days to fix for each priority.
- 2 **Log.** enter each defect from CU-05 or CU-09 with room, item, priority, trade and photo reference.
- 3 **Fix and sign off.** enter the date fixed, then the date the buyer signs it off.
- 4 **Trades and Sign-off tabs.** send each trade its list; print the sign-off sheet for the buyer.

Key inputs

Input	What to enter	Worked example
Priority	Emergency, Urgent or Routine.	Urgent
Trade	Who must fix it.	Plumbing
Fixed	Date put right.	19 Oct 2027
Buyer signed off	Date the buyer agreed.	24 Oct 2027

Reading the results

Result	What it tells you
Target	When it must be fixed.
Overdue	Past target, not fixed.
Fixed in target	Share fixed on time.
Sign-off sheet	For the buyer to sign.

The worked example

Figures are illustrative, to show how the tool works. They are made up.

Worked example	Result
Defects reported	80
Open	6
Overdue	3
Fixed in target	66%
Average days to fix	21.5

Tips from practice

- Group visits by plot to save trips.
- Chase overdue emergencies the same day.
- Use the Trades tab in subcontractor reviews.



Questions

How is this different from CU-09?

CU-09 logs every contact; CU-10 tracks each defect to sign-off.

What if the buyer won't sign?

Record why in CU-12 if it becomes a complaint.

Can I add rooms?

Yes; type a room not in the list.

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This tool supports, and does not replace, professional judgement and advice. Check every input against your own evidence before relying on the result.