

Sample issue-tracking log

This form can be used by directors, property managers or members to document when smoke enters someone's home from a neighbouring unit. The person documenting efforts to address this issue should include everything done or communicated to resolve the problem, including talking to neighbours or the landlord. This information will be useful to prove how serious the problem is and how often the smoke enters the affected home.

Be sure to include dates and names of all people who are communicated with, and be sure to keep copies of all correspondence.

When documenting each incident, please be sure to answer the following questions:

1. Where is the smoke coming from and how is it entering your home? Include dates and times.
2. How is the smoke affecting the health of you or your family?
3. How is the smoke interfering with the use and enjoyment of your home?
4. What steps have you taken to rectify the problem? (communications or steps taken to seal off your apartment)
5. What happened after each resolution attempt?

Date	Time	Notes
e.g.; August 2, 2013	10 a.m.	Smoke entering my bedroom window from neighbour's balcony. Started wheezing and coughing. Spoke to smoker. Smoker said she always smoked outside – but this is where smoke is coming from.