



PROPERTY & FACILITY MANAGER GUIDE

How to Select and Vet a Plumbing Vendor for Your Property Portfolio

Choosing a vendor is a different problem from managing one. Real verification steps, red flags at portfolio scale, and the questions worth asking before you sign anything.



Why This Deserves Its Own Process

A single-property owner picking a plumber for one job can learn from a bad experience and switch next time. A property manager signing a portfolio-wide vendor relationship is making a decision that compounds, weak documentation, unclear licensing, or no real multi-property capacity creates problems at every property under that contract, not just one.

Verification Checklist

✓ Trade licence verified directly, not just claimed

✓ Specialised licence confirmed (e.g. Activity Code for grease trap work)

✓ Insurance coverage confirmed, and what it actually covers

✓ At least two references from comparable-scale properties

✓ Written emergency response time, not "as soon as possible"

✓ Consolidated invoicing/reporting across multiple properties

A legitimate vendor has nothing to lose by answering these directly. Hesitation, deflection, or refusal is itself the most useful signal in this whole process, worth acting on before signing anything, not after.



Real Red Flags at Portfolio Scale

- No real dispatch or scheduling system, just one person's mobile phone, doesn't scale past a handful of properties without response times degrading
- Can't provide consolidated invoicing or reporting across multiple properties
- Vague or shifting pricing between properties with no clear explanation
- No documented process for simultaneous urgent calls across different properties

Questions Worth Asking Every Candidate

- What's your guaranteed response time for an emergency call, in writing?
- How many properties do you currently service on an ongoing contract basis?
- Can you provide a sample of the documentation we'd receive after a typical visit?
- What happens if a technician needs replacing mid-contract?
- How do you handle simultaneous urgent calls across different properties?

After You've Selected a Vendor

Vetting gets you to a decision. Structuring the ongoing relationship, response-time commitments, documentation cadence, a real maintenance calendar, is covered in full in our Preventive Maintenance Program guide, worth reading once you've made a selection, not before.

Need a vendor that already clears this bar?

Quick Fix Dubai provides documented, licence-verifiable service across Dubai portfolios. +971 55 209 9785 · admin@quickfixdubai.org

This guide reflects general procurement best practice for Dubai property management and is provided for informational purposes. Confirm specific licensing requirements against the relevant Dubai authority for the exact trade involved.