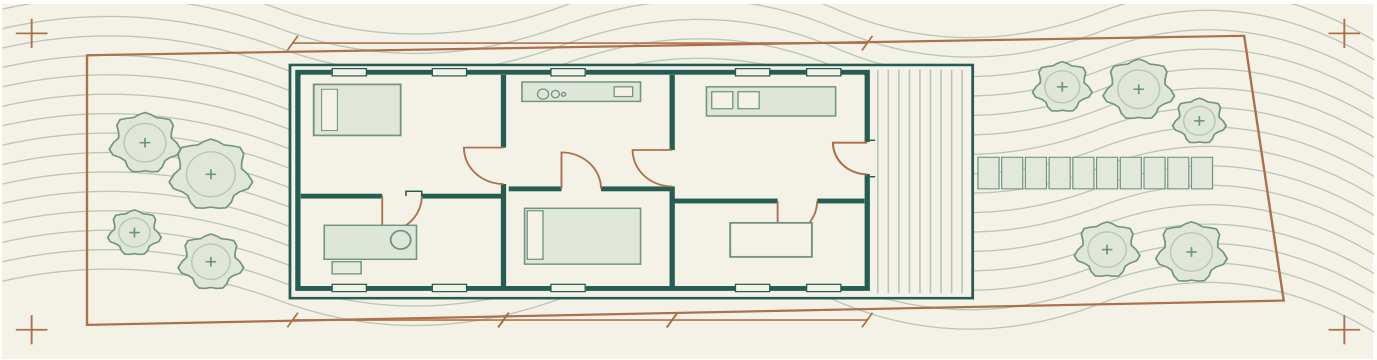
Operating the property-care forms



Client forms collect a service brief, property profile and permissions for a specific property. Use the selected dates and authorized areas when preparing a work order. Photo permission covers the visit record and the intended recipients. Ask separately before using a client image for another purpose. A client can decline, restrict or withdraw future photo permission. Send key codes, alarm details and other access secrets through the agreed secure channel. Office of the Privacy Commissioner of Canada guidance on meaningful consent

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At the property

Dispatch issues the work order with its authorized tasks, site, arrival window and approver. The crew completes the checklist appropriate to the visit. Each item records completion, partial work, deferral or a task outside the visit scope. Use the exception field to identify what remains, who should act and when. The time-and-materials record supports review of actual costs. The handover tells the customer what was completed and what happens next.

> If immediate help is needed, contact emergency responders and the supervisor first. The incident form records the visit facts and escalation reference. For a serious or potentially serious workplace accident, the employer or principal contractor should use the provincial OHS reporting channel immediately as required. WorkplaceNL separately describes its injury-reporting process and forms. Keep medical details in the appropriate reporting system. Provincial OHS contact and serious accident reporting · WorkplaceNL employer injury reporting

Billing in Canadian dollars

Record	When to issue	What to check
Deposit request	The agreement calls for an advance	The amount, application and cancellation or return terms match the approved agreement.
Service invoice	Work is billable under its approved scope	The supplier, buyer, dates, itemized quantities and rates, applicable tax treatment, terms and previously received credit are correct.
Payment receipt	Staff have found the actual payment in a cashbook, bank record or external processor	Record its date, amount, source reference and allocation. A booking confirmation or sent invoice is insufficient evidence of payment.
Refund record	Staff have confirmed the refund in the source system	Reference the original payment and the external refund transaction. Have the bookkeeper link any applicable tax adjustment or credit note.

> Enter invoice lines as `Quantity | Unit price | Description`, for example `2.5 | 40.00 | Common-area cleaning`. Use pre-tax CAD unit prices. Group services by tax treatment. Issue separate invoices when different tax treatments apply. The app computes the subtotal from itemized work, calculates tax at the entered rate and deducts the applied deposit or payment. Confirm that a credit has been received, allocated to this invoice and used only once.

The issuer is responsible for its registration status, classification of the supply, place of supply and tax rate. The CRA lists 15% HST for taxable supplies made in Newfoundland and Labrador at the time of review. Enter the applicable rate explicitly, including zero where appropriate. Keep the supplier's GST/HST account number with taxable invoices. The CRA's input-tax-credit table sets different documentary requirements for sales below $100, $100 to $499.99, and $500 or more. These forms collect fields for the highest tier, including buyer identity, service description and payment terms. CRA rates · CRA place-of-supply guidance · CRA invoice documentation table

Keep supporting invoices, receipts, allocation records and adjustments with the business's accounting records. Staff recording a receipt or refund does not trigger or verify an external financial transaction. Use a non-sensitive transaction reference and keep payment credentials out of portal documents. Review record retention with the person responsible for accounting. CRA GST/HST recordkeeping

Follow-up

Use the complaint form to record the customer's requested remedy and the corrective-action record for the response. For information access, correction or consent concerns, send the privacy request to the responsible operator, record the date received and identify the documents in scope. Arrange any identity verification privately and review the applicable response period. Office of the Privacy Commissioner of Canada guidance for business access requests

Printing a group of blank forms

In the document centre, choose **Blank form packs**, select the complete library or a group, then choose **Download ZIP**. Each folder contains labelled, printable blank PDFs. Keep the page open while the pack is prepared. If a PDF is unavailable, **Retry download** keeps the files already collected for that pack. Signed records and customer entries are downloaded separately from their individual record pages.