Morning watch — 4 flags

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **The first flag is the only one whose clock no longer depends on the agency**: the preliminary contract is signed, and any claim would start running from the notarised deed.

#	Flag	Property	What triggered it	Deadline	Recipient
1	5.9% area shortfall	4-room flat, rue Chappe	Listing 78 m² / survey 73.4 m²	**Before the deed**	Manager + negotiator
2	Sole instruction gone quiet	House, rue des Lilas	0 viewings, 0 seller contact in 6 weeks	**11 days**	Negotiator
3	Certificate expiring before a viewing	Studio, rue Gambetta	Valid to 04/09, viewings on 09 and 12/09	**Order to place**	Office manager
4	3 incomplete tenant files	3 units	Home insurance certificate missing	Leases signed	Lettings manager

> **The third flag does not have the deadline it appears to have.** The certificate is valid to 04/09; the problem is not its date, it is the viewing on the 9th. The assessor needs eight to ten days: ordering on the 4th would already be late.

Proposed chases

Flag	Without action	Then
1	Reminder at 24 h	Manager at 48 h
2, 3, 4	Reminder at 72 h	Manager at 7 days
All	—	Weekly summary, by property

The summary is sorted by property and not by negotiator. In an agency where each person carries fifteen instructions, a list by name reads as a production ranking and stops being opened.

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