Morning watch — 4 flags

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

Document issued on 09/11/2026

08/08/2026 · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No tenant is named, and nothing here is attached to a person.**

#	Flag	On what	Recipient
1	**41% of requests from 8% of homes**	**1,480 homes**	**Technical manager, grouped by home**
2	**23 homes with no request in two years**	**History per property**	**Whoever manages the area, no conclusion**
3	**104 jobs closed with no tenant follow-up**	**Works log**	**Question put to the tenant**
4	**November window filed as "joinery"**	**6,200 requests**	**Technical team, as a possible understatement**

The five guarantees that make a tenant believe you

The guarantee	What you gain
History is attached to the home, never to the person	**The defect shows where it is: twenty-nine homes with the same defect is a works package to let, not a tenant file to open**
Volume is recorded per home	**You see a building that keeps calling, not a tenant who keeps complaining — and it is the building that costs you money**
Urgency is read from the facts, not from the tone	**Whoever apologises for disturbing you has often waited longest: your call-outs finally go out in the right order**
Any answer on cost splitting quotes the lease clause	**What is written to a tenant is enforceable: with no verified source the question goes to the manager, and you take no legal position without a file**
A date is announced only once the contractor has confirmed it	**An announced date is a date that is waited for: you do not manufacture the disappointment you were trying to avoid**

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