

Screenshot of customer record

QL - MHL *** Acceptance *** - [QL Contact Management - Client - Mrs Susie Tranter]

File Tools Window Help

Office 2010 Silver Acceptance Lorraine Daniels

QL Menu

Main Rents Letters Applications Cases Repairs Elec WB Tasks Block Info Extra Client Info External Data External Data

Client Details

Client Full Name Mrs Susie Tranter Language Contact Full Details for window broken

Property Address , Format

Corresp Address 125 Bliss Street, Dorchester, Dorset, t Ex. Data Grid DoB 21/07/1987 Issue Repairs Live Status

External Client Id Self Service Age 38 Source Type

Contact Details

*Mobile No 07845 897755 Landlord 1

*Landline No No Email

*Other No. No Email

Email Address

Other App Buttons

Rent Statement All Pay Other 3 More

Alerts Household Alerts Property Alerts Reward

Warnings

Client Warning

Rent Account Warning

Application Warning

Property Alert

Property Warning

Serious Arrears

Client Contact Info

Enter text to search... Find

Contact No	Taken By	Brief Description	Class Level 1	Class Level 2	Class Level 3	class_level4	class_level5	Client Name	Client SName	Rent Acc No	Rent Accou...	Address Lin...	Ac
1553013	13/08/2025	Repair works order raised	MAINTENANC	RESPONSIVE	ORDER	----	----	Mrs Susie Tr...	TranterS	52258	Susie Tranter	125 Bliss Str...	

Record 1 of 1

Current Tenancies

Change Tel No

Tenancy	Payment M...	Rent Acc No	PropertyCode	RentAccoun...	HBRreference	AlternatePo...	RentAccoun...	RentAccoun...	HBRrefChec...
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Record 0 of 0

Current Orders [1 of 2]

Show All New Order

Order Nu...	Order Creat...	Order Status	Message 1	Proj
23284700	13/08/2025	ISS	Customer reports window broken, very cold and in need of repair	TES
23284701	12/10/2025	ISS	Customer Reports damp and mould in the bedroom - unable to book for seve...	TES

Record 1 of 2

Current Cases

Case No	Case Date	Log
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Record 0 of 0

My Favourites

This is a screenshot of Mrs Tranter file on the system – taken after she reported the issue via the contact centre on 12 October 2025