Restroom Maintenance & Compliance Log

An Ongoing Tracking Tool for Inspection, Complaints, Repairs, and ADA Flags - One Log Per Restroom

How to Use This Log

This log is the companion to the Pre-Season Restroom Inspection & ADA Review Guide. Where the checklist captures your pre-season condition review, this log tracks everything that happens in between - inspection visits, tenant and employee complaints, repairs completed, and ADA flags identified and resolved. Keep one log per restroom per location. Update it after every inspection visit, every complaint received, and every repair completed. File completed logs with your property records and retain for a minimum of three years alongside your pre-season checklists.

In Southern California's hard water environment, restroom fixtures degrade faster than standard national maintenance guides suggest - and the documentation that proves you were staying ahead of those conditions is as important as the maintenance itself. A property that can produce a complete inspection and complaint history is in a fundamentally different position than one that cannot - in tenant disputes, California Unruh Act accessibility claims, OSHA inquiries, water district adjustment requests, and vendor accountability conversations.

Restroom Identification

Field	Details
Property Name	
Property Address	
Restroom Location / Identifier	
Building / Floor / Zone	
Log Period - Start Date	
Log Period - End Date	
Primary Maintenance Contact	
Primary Plumbing Vendor	Vendor: License #: Phone:
Local Water District	

SECTION 1: SCHEDULED INSPECTION LOG

Record every scheduled inspection visit - including your own walk-throughs. An inspection that is not documented cannot be proven to have occurred. In Southern California, hard water conditions require more frequent inspection of aerators, flush valve diaphragms, and sensor faucet solenoids than standard intervals suggest. Add rows as needed.

Date	Inspector Name	Items Checked	Findings	Work Order # Generated	Follow-Up Required	Follow-Up Completed	Date Resolved
		☐ Flush valves/diaphragms ☐ Aerators ☐ Sensor faucets/solenoids ☐ Drains ☐ Supply lines ☐ ADA ☐ Caulk/grout ☐ Supplies ☐ General condition			☐ Yes ☐ No	☐ Yes ☐ No	
		☐ Flush valves/diaphragms ☐ Aerators ☐ Sensor faucets/solenoids ☐ Drains ☐ Supply lines ☐ ADA ☐ Caulk/grout ☐ Supplies ☐ General condition			☐ Yes ☐ No	☐ Yes ☐ No	
		☐ Flush valves/diaphragms ☐ Aerators ☐ Sensor faucets/solenoids ☐ Drains ☐ Supply lines ☐ ADA ☐ Caulk/grout ☐ Supplies ☐ General condition			☐ Yes ☐ No	☐ Yes ☐ No	
		☐ Flush valves/diaphragms ☐ Aerators ☐ Sensor faucets/solenoids ☐ Drains ☐ Supply lines ☐ ADA ☐ Caulk/grout ☐ Supplies ☐ General condition			☐ Yes ☐ No	☐ Yes ☐ No	

Inspection Frequency Reminder:

- Aerator cleaning and inspection: Every 90 days for high-traffic commercial restrooms - hard water clogs screens significantly faster than standard intervals
- Flush valve diaphragm inspection: Quarterly for high-use fixtures - mineral deposits accelerate wear beyond typical service life
- Sensor faucet solenoid inspection: Semi-annually - scale accumulates inside valve bodies causing intermittent running
- Drain cleaning: Quarterly for restaurants and food service - semi-annually for multifamily and office restrooms
- Supply line inspection: Semi-annually - clear scale from fittings to assess metal condition beneath

SECTION 2: COMPLAINT AND FEEDBACK LOG

Record every complaint or concern received from tenants, employees, or customers - regardless of how minor it seems. In Southern California, complaints about low flow are frequently aerator scale issues, and complaints about running fixtures are frequently flush valve diaphragm or sensor faucet failures - both of which drive up utility costs under tiered water rate structures before they are identified and fixed. Patterns in complaint data identify systemic issues that scheduled inspections may miss. Add rows as needed.

Date Received	Reported By	Contact Method	Complaint / Concern Description	Category	Priority	Assigned To	Response Date	Resolution	Resolved
	☐ Tenant ☐ Employee ☐ Customer ☐ Anonymous	☐ In person ☐ Phone ☐ Email ☐ Written ☐ Other		☐ Fixture ☐ Low flow/aerator ☐ Running fixture ☐ Drain/clog ☐ Odor ☐ Cleanliness ☐ Supplies ☐ ADA/accessibility ☐ Water temp ☐ Other	☐ High ☐ Med ☐ Low				☐ Yes ☐ No
	☐ Tenant ☐ Employee ☐ Customer ☐ Anonymous	☐ In person ☐ Phone ☐ Email ☐ Written ☐ Other		☐ Fixture ☐ Low flow/aerator ☐ Running fixture ☐ Drain/clog ☐ Odor ☐ Cleanliness ☐ Supplies ☐ ADA/accessibility ☐ Water temp ☐ Other	☐ High ☐ Med ☐ Low				☐ Yes ☐ No
	☐ Tenant ☐ Employee ☐ Customer ☐ Anonymous	☐ In person ☐ Phone ☐ Email ☐ Written ☐ Other		☐ Fixture ☐ Low flow/aerator ☐ Running fixture ☐ Drain/clog ☐ Odor ☐ Cleanliness ☐ Supplies ☐ ADA/accessibility ☐ Water temp ☐ Other	☐ High ☐ Med ☐ Low				☐ Yes ☐ No

Complaint Pattern Alert: If the same category appears three or more times in a single log period, escalate to a vendor inspection - do not wait for the next scheduled visit. Running fixture complaints in particular should be escalated immediately - in Southern California's tiered water rate structure, a running flush valve or sensor faucet that goes unaddressed for weeks produces a measurable utility cost increase.

SECTION 3: REPAIR AND SERVICE LOG

Record every repair and service visit - including emergency calls, vendor visits, and in-house repairs. This documentation supports water district bill adjustment requests when a running fixture or leak is identified and corrected - most Southern California water districts have adjustment processes but require documented evidence of the condition and corrective action. Add rows as needed.

Date	Repair / Service Type	Vendor / Tech	License#	Work Performed	Parts Replaced	Emergency or Planned	Invoice / WO #	Follow-Up Required	Completed
	☐ Flush valve/diaphragm ☐ Aerator cleaning/replacement ☐ Sensor faucet/solenoid ☐ Drain service ☐ Supply line ☐ Caulk/grout ☐ ADA repair ☐ Emergency call ☐ Preventive maintenance ☐ Other					☐ Emergency ☐ Planned		☐ Yes ☐ No	☐ Yes ☐ No
	☐ Flush valve/diaphragm ☐ Aerator cleaning/replacement ☐ Sensor faucet/solenoid ☐ Drain service ☐ Supply line ☐ Caulk/grout ☐ ADA repair ☐ Emergency call ☐ Preventive maintenance ☐ Other					☐ Emergency ☐ Planned		☐ Yes ☐ No	☐ Yes ☐ No
	☐ Flush valve/diaphragm ☐ Aerator cleaning/replacement ☐ Sensor faucet/solenoid ☐ Drain service ☐ Supply line ☐ Caulk/grout ☐ ADA repair ☐ Emergency call ☐ Preventive maintenance ☐ Other					☐ Emergency ☐ Planned		☐ Yes ☐ No	☐ Yes ☐ No

Water District Adjustment Note: If a running fixture or confirmed leak is identified and repaired, note the approximate date the condition began - even if estimated - alongside the repair documentation. Contact your water district's conservation or billing department to inquire about an adjustment. Most Southern California districts including LADWP, MWDOC-served agencies, Inland Empire Utilities Agency, and the San Diego County Water Authority have processes for documented leak and fixture malfunction adjustments.

SECTION 4: ADA AND ACCESSIBILITY FLAG LOG

Record every ADA or accessibility issue identified - whether found during inspection, reported by a user, or flagged by a vendor. In California, the Unruh Civil Rights Act allows individuals to file private lawsuits for ADA violations without first filing a federal complaint. Accessibility items must be resolved faster than standard maintenance requests. Add rows as needed.

Date Identified	How Identified	Item / Location	Specific Concern	Assigned To	Target Resolution Date	Resolved	Date Resolved
	☐ Inspection ☐ Complaint ☐ Vendor ☐ Other		☐ Grab bar ☐ Stall clearance ☐ Door force ☐ Sink clearance ☐ Hardware ☐ Signage ☐ Path of travel ☐ Title 24 specific ☐ Other			☐ Yes ☐ No	
	☐ Inspection ☐ Complaint ☐ Vendor ☐ Other		☐ Grab bar ☐ Stall clearance ☐ Door force ☐ Sink clearance ☐ Hardware ☐ Signage ☐ Path of travel ☐ Title 24 specific ☐ Other			☐ Yes ☐ No	
	☐ Inspection ☐ Complaint ☐ Vendor ☐ Other		☐ Grab bar ☐ Stall clearance ☐ Door force ☐ Sink clearance ☐ Hardware ☐ Signage ☐ Path of travel ☐ Title 24 specific ☐ Other			☐ Yes ☐ No	

ADA Resolution Priority: Any ADA or Title 24 accessibility flag should be assigned a responsible party and a resolution deadline within 24 hours of identification. Do not place ADA items in the standard maintenance queue. If the same accessibility issue recurs across multiple log periods, consider a CASp - Certified Access Specialist - inspection to assess whether a systemic design or maintenance issue requires a more comprehensive correction.

SECTION 5: LOG PERIOD SUMMARY

Complete at the end of each log period before starting a new log. Use this summary to identify patterns and inform the next period's maintenance priorities.

Log Period: _____ to _____

Metric	Count	Notes
Total scheduled inspections completed		
Total complaints received		
Total complaints resolved within 48 hours		
Total complaints requiring vendor service		
Total repair / service visits		
Total emergency service calls		
Total aerator cleanings or replacements		
Total flush valve diaphragm replacements		
Total sensor faucet solenoid services		
Total ADA/Title 24 flags identified		
Total ADA/Title 24 flags resolved		
Most common complaint category		
Most common repair type		
Water district adjustment request filed	☐ Yes ☐ No	If yes, note date and district reference number

Open items carried forward to next log period:

Item	Section	Priority	Responsible Party	Target Date
	☐ Inspection ☐ Complaint ☐ Repair ☐ ADA/Title24	☐ High ☐ Med ☐ Low		
	☐ Inspection ☐ Complaint ☐ Repair ☐ ADA/Title24	☐ High ☐ Med ☐ Low		
	☐ Inspection ☐ Complaint ☐ Repair ☐ ADA/Title24	☐ High ☐ Med ☐ Low		
	☐ Inspection ☐ Complaint ☐ Repair ☐ ADA/Title24	☐ High ☐ Med ☐ Low		

Overall restroom status at end of log period:
☐ All items resolved - restroom performing as expected
☐ Open items noted above - vendor follow-up scheduled
☐ Significant open items - escalate before next inspection cycle

Log period reviewed and signed off by: _____ **Date:** _____

Documentation Note

Retain completed logs for a minimum of three years alongside your seasonal restroom checklists. In California's regulatory and litigation environment - where the Unruh Civil Rights Act creates private right of action for accessibility violations, where tiered water rates make documented fixture repairs relevant to utility billing adjustments, and where California's tenant-protective framework governs multifamily habitability - a complete and current maintenance log is an operational and legal asset. Build the habit of updating it in real time rather than reconstructing it after a complaint arrives.

One log per restroom. File at the property. Start a new log each period.