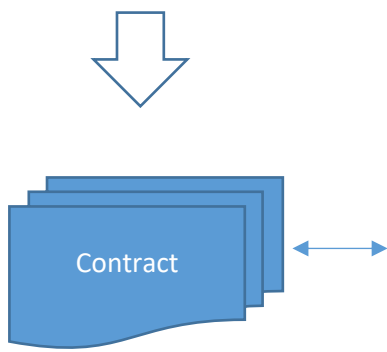


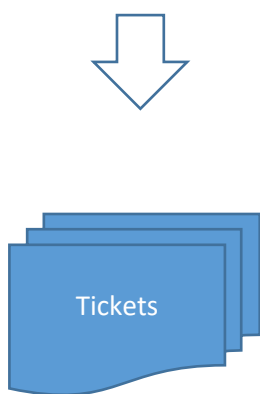
- Tenant / User / Conciërge / Owner
1. Inconvenience
 2. Wish
 3. Complain
 4. Information



Contract contains	
1.	Version(s) number
2.	Documents / attachments
3.	Procedures
4.	KPI / SLA's
5.	Price lists:
a.	Labour
b.	Materials
c.	Sub- contractors

accept

accept



Invoices	



reporting

