

JOB DIARY FOR HOMEOWNERS

One entry per day or visit — who, work done, deliveries, delays, instructions, issues, photos

FOR YOU TO KEEP

KD-HM-JD-008 Rev A0

ABOUT THIS DOCUMENT

- General information, not advice. This explains in general what the law says in England and Wales. It is not legal advice about your own situation, and filling it in cannot promise any result.
- Get help early. For your own situation, speak to a solicitor, or to the Citizens Advice consumer helpline on 0808 223 1133 (or 0808 223 1144 for a Welsh-speaking adviser), Monday to Friday 9am to 5pm. For anything to do with a shared wall, speak to a party wall surveyor.
- Scotland and Northern Ireland: keeping this record works the same way; for advice, contact Advice Direct Scotland on 0808 164 6000, or Consumerline in Northern Ireland on 0300 123 6262.
- Why keep a diary. Citizens Advice's page on problems with building work tells you to "gather any paperwork and receipts", "take photos to use as evidence of the problem" and "make notes about what's happened, including dates and times". A diary written on the day is the easiest way to do that.
- Write it for others to read. If there is a dispute, you may have to show this diary to the builder and to a court: the steps before going to court usually include "the parties disclosing key documents relevant to the issues in dispute" (Practice Direction – Pre-Action Conduct and Protocols para 6(c)). Write facts, not feelings — times, names, what was said — and nothing you would not be happy for them to read.
- Keep dated copies. A filled-in PDF can be changed later, so save or print a dated copy each week, or email it to yourself. If you need to correct an entry, add a note in a later entry rather than changing the old one. For a long job, save a fresh copy of this file when the 30 entries are used up. Stay out of the working area unless the builder tells you it is safe.
- What goes where. This is your own record, not the builder's site diary (a builder keeps one such as KD-SITE-SD-013). Changes to the work go on KD-HM-CH-007, payments on KD-HM-PS-006, and the finished job on KD-HM-SN-009.

1 THE JOB

BUILDER (BUSINESS NAME)	BUILDER ADDRESS AND PHONE	CONTRACT OR QUOTATION REF	
PROPERTY ADDRESS	THE WORK, IN A FEW WORDS		
WHO TO SPEAK TO ON SITE	START DATE IN THE CONTRACT	FINISH DATE IN THE CONTRACT	AGREED WORKING HOURS

Delays. If your contract fixes a finish date or a time for the work, that governs. If it does not fix a time or say how it will be fixed, the builder must do the work within a reasonable time, and what is reasonable is a question of fact (Consumer Rights Act 2015 s.52). The work must also be done with reasonable care and skill (s.49). Writing down each delay and the reason you were given helps show what actually happened.

E1 DIARY ENTRY 1

DATE	BUILDER ARRIVED	LEFT	WEATHER	WHO WAS ON SITE
WORK DONE				
DELIVERIES		DELAYS, AND THE REASON YOU WERE GIVEN		
CONVERSATIONS AND INSTRUCTIONS — WHO SAID WHAT				
ISSUES NOTICED (WRITE THE ISSUES LOG NO.)			PHOTO REFS	

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E2 DIARY ENTRY 2

DATE	BUILDER ARRIVED	LEFT	WEATHER	WHO WAS ON SITE
WORK DONE				
DELIVERIES			DELAYS, AND THE REASON YOU WERE GIVEN	
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E3 DIARY ENTRY 3

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E4 DIARY ENTRY 4

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E5 DIARY ENTRY 5

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DELIVERIES			DELAYS, AND THE REASON YOU WERE GIVEN	
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E6 DIARY ENTRY 6

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E7 DIARY ENTRY 7

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E8 DIARY ENTRY 8

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E9 DIARY ENTRY 9

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E10 DIARY ENTRY 10

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E11 DIARY ENTRY 11

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E12 DIARY ENTRY 12

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E16 DIARY ENTRY 16

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E23 DIARY ENTRY 23

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E26 DIARY ENTRY 26

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Give each issue a number and use it in your diary entries. When you write to the builder (KD-HM-BL-013), or send a letter before claim (KD-HM-LC-012), quote the issue numbers, the dates you raised them and the builder's responses from this log.

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NO.	ISSUE — WHAT AND WHERE	NOTICED	RAISED	HOW RAISED	BUILDER'S RESPONSE	FIXED ON	PHOTO REFS

IF AN ISSUE IS NOT PUT RIGHT

This diary does not tell you to stop or hold back a payment. Whether a payment is due depends on what your contract says and whether that stage of the work has been reached. Paying and refusing to pay can both carry risk, so get advice before you decide. Record the issue, raise it with the builder in writing, and get advice — the Citizens Advice consumer helpline (England and Wales) on 0808 223 1133 (or 0808 223 1144 for a Welsh-speaking adviser), Monday to Friday 9am to 5pm, or a solicitor.

If it is not put right, the usual order is: a written complaint to the builder (KD-HM-BL-013) → the builder's trade body or dispute resolution scheme, if the builder belongs to one → a letter before claim (KD-HM-LC-012 — a formal letter saying you may go to court if the problem is not resolved) → court, as a last resort. Reports to Trading Standards go through the Citizens Advice consumer service; Citizens Advice says Trading Standards "won't help you fix your problem - for example, they can't help you get a refund".

3 COMPLETED BY

The entries in this diary were written on or close to the dates shown and are true to the best of my knowledge.

HOMEOWNER — PRINTED NAME

SIGNATURE

DATE

R REVISION HISTORY

Every revision of this document, and every review that found nothing to change. The revision on the front of this sheet is the one you are holding — check kubitdocs.com for the current one before use.

Rev	Date	Class	What changed	Authorised by
D0	2026-09-14	first-issue	First issue.	— not yet approved —
A0	2026-09-14	review	Approved for issue by the author. Content unchanged from the reviewed draft; the draft status strip is removed. No independent third-party review has been carried out.	Author — director, UK principal contractor, SMSTS. Not an independent review.

Class: first-issue · material (the law, a control, a field or the scope changed — past buyers are notified) · editorial (wording or layout only) · review (checked, nothing changed) · withdrawal. Revision prefix D = draft, not approved and not for sale; A = approved for issue by the person named, on the date shown.