

OCTOBER BOOKED

68%

+11 pts vs last fall's pace

REBOOKING INVITES

121 / 240

booked from summer texts · next wave Tue 9 AM

OPEN SAFETY FLAGS

17

3 do-not-burn · all in follow-up

REPAIR PIPELINE

\$21,400

from flagged findings · 6 booked this month

Rebooking queue — last fall's customers			service-date order
CUSTOMER	LAST SWEEP	LAST FINDING	STATUS
D. Kowalski	Oct 2025	Crown starting to spall	Booked Sep 28
R. Vance	Oct 2025	Clean — no issues	Booked Sep 29
S. Okonkwo	Oct 2025	Minor mortar wear, joint 2	Text sent Sep 14
M. Tran	Nov 2025	Cracked flue tile — quoted	Flag follow-up active
J. Beaumont	Nov 2025	Cap replaced on visit	Booked Oct 6
K. Ferris	Nov 2025	Moved to gas logs (2026)	Cadence: every 2 yrs
A. Delgado	Nov 2025	Stage-2 creosote	No reply · nudge Mon
P. Whitaker	Dec 2025	Clean — no issues	Due · invite wave 3

Safety-flag follow-ups				open until repaired or declined in writing
CUSTOMER	FINDING	SEVERITY	QUOTE	SEQUENCE
M. Tran	Cracked flue tile, photo on file	Do not burn	\$3,850	Msg 2 sent Sep 15 · pricing Q&A
G. Aldridge	Stage-3 creosote glaze	Do not burn	\$690	Booked Sep 24
L. Pham	Rusted-through damper	Repair soon	\$420	Msg 1 sent Sep 16
T. Marsh	Crown spalling, hairline cracks	Repair soon	\$1,150	Pre-season retry queued Oct 1
C. Boyer	Missing cap, nesting debris	Monitor	\$310	Declined 9/12 · documented
E. Sandoval	Mortar joints soft, upper stack	Repair soon	\$2,300	Spring outreach · Apr 2027

Season pacing		booked vs last fall
Wk of Sep 21		92% · 78
Wk of Sep 28		88% · 71
Wk of Oct 5		76% · 60
Wk of Oct 12		71% · 55
Wk of Oct 19		64% · 49
Wk of Oct 26		58% · 44
Wk of Nov 2		41% · 37
Wk of Nov 9		33% · 29

Rebooking conversation

handled by AI

Hi Dana, it's Harlan Chimney Service. We swept your chimney last November and noted the crown was starting to spall. You're due before burn season, and we'll be working your side of town the week of Sept 28. Want your spot back?
Sent Jul 21, 10:02 AM

Yes please. Is it still \$189?

\$199 this year. I have Tuesday Sept 29 at 9 AM or Thursday Oct 1 at 1 PM open for your area — either work?

Tuesday works

Booked · Sep 29, 9:00 AM · Route block: Northside

After-hours capture		last night, 6 PM – 7 AM
Calls missed after close		6
Caught by text-back within 60 sec		6 / 6
Sweeps booked into open route slots		4
Cap replacement quoted from photos		1
Outside service area · polite no		1