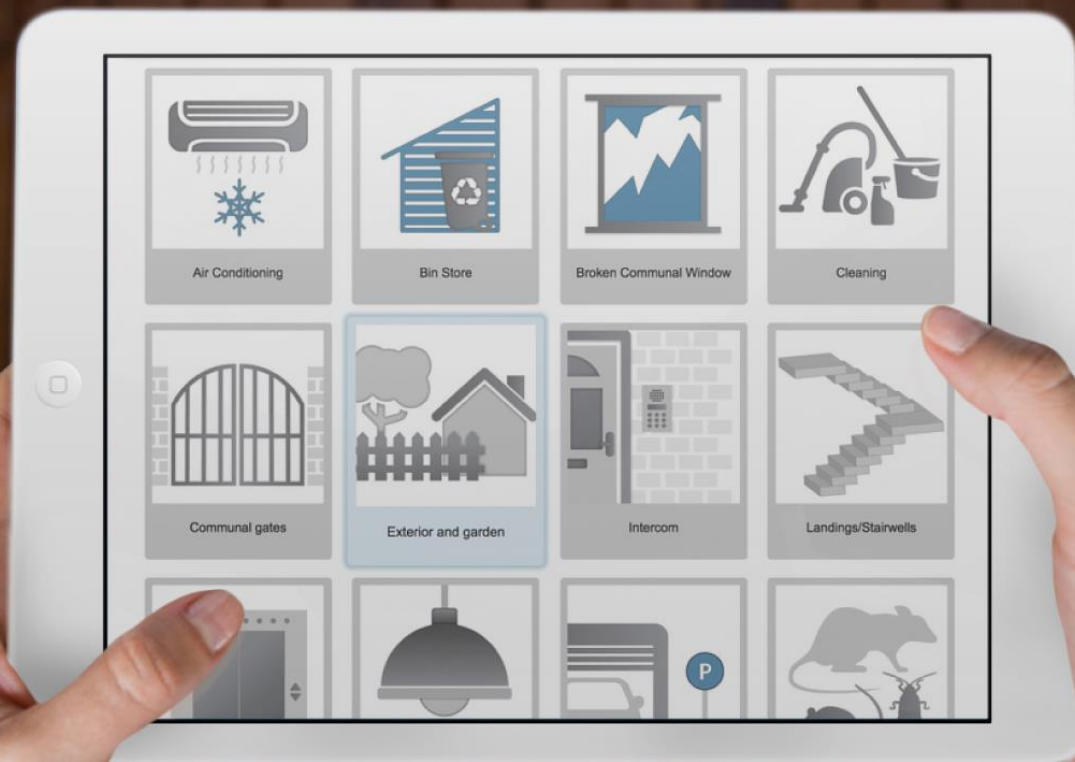




Fixflo

# The Main Problems Fixflo Addresses



## **Reduce overall repair requests**

by eliminating repair requests for issues tenants are liable for



**Time-wasting back and forth communication** between agent, tenant and contractor



**Miscommunication** due to language barriers and tenants' inability to accurately describe the issue



**Contractor communication and allocated works progress management**



**Unnecessary site visits and property access delays**



**Out of hours** repair requests



**Compliance** – Section 21

# Fixflo

# Fixflo Plus

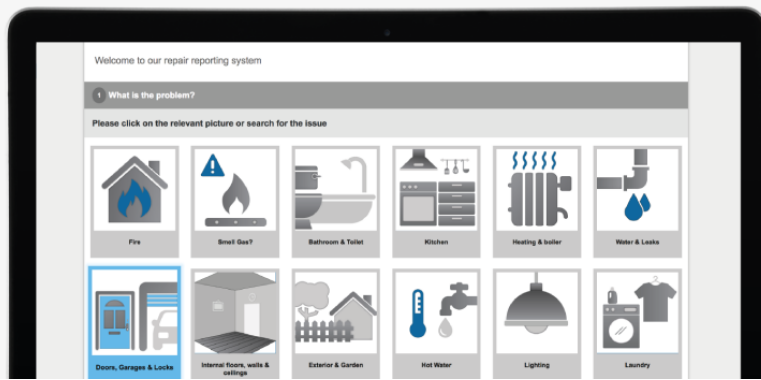


## Repair reporting

Fixflo's main function is as a comprehensive reporting application for tenants. It reduces repair requests and saves time by collecting all the necessary information in one easy to read, easy to share report, saving property managers (PM) and contractors time. This enables the PM to focus on the repair actions and solutions and increases quality of communication with contractors, which saves money.

### Key improvements achieved

- Number of tenant resolved repairs
- Detailed, accurate reporting of issue between tenant, property manager, contractor and landlord
- Record of issues reported



## Works order management

This is a comprehensive maintenance management system for property managers which enables superior customer experience and efficiency. Fixflo Plus includes the reporting application for tenants and the Contractor App, connecting all parties seamlessly.

### Key improvements achieved

- Overall quality of maintenance management
- Increase number of properties each PM can manage
- Comms between Tenant, PM, landlord and contractor
- Transparency of status of repairs and progress tracking
- Automated contractor work authorisation (Co-Pilot)
- Audit trail
- Reporting



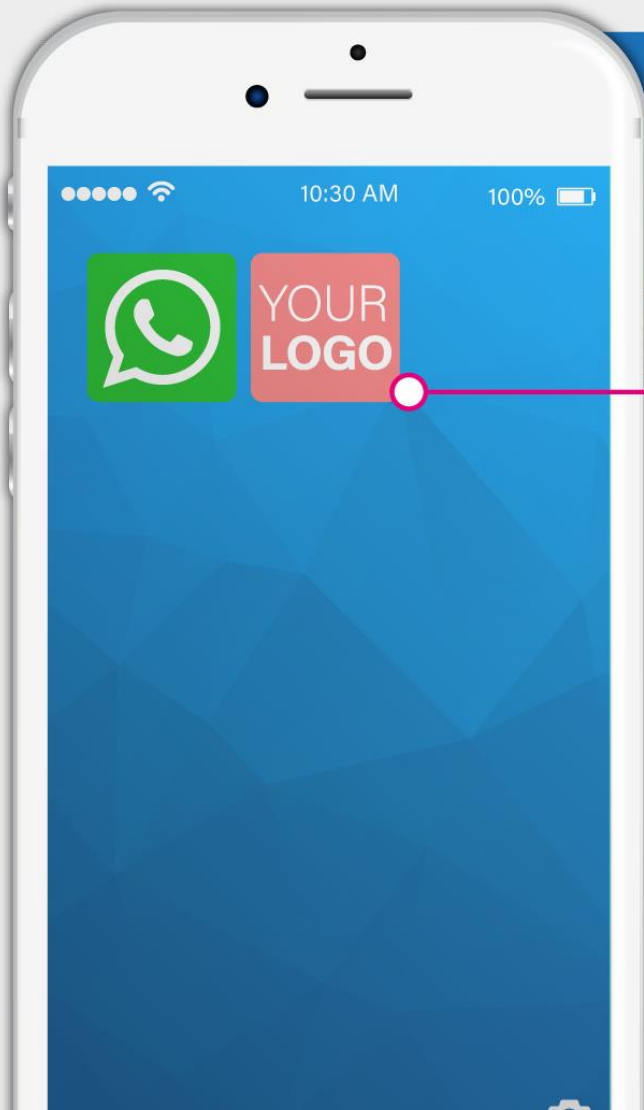
## Planned maintenance

Within this section you are able to organise service events throughout the year, with little or no effort from yourself. This gives you a snapshot of your planned maintenance at any given time.

### Key improvements achieved

- Planned maintenance visibility
- Contractor scheduling
- Compliance

# How Tenants Find Your Repair Reporting Tool



**Text or email instructions that include your unique URL** which tenants can save to their phone as an app link

**Add a dedicated option on your phone tree:**

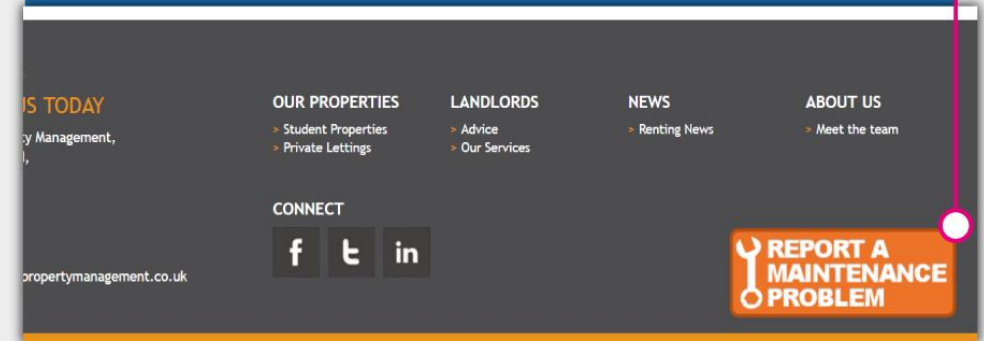
'Press 2 for maintenance and repairs'

**Recorded message:**

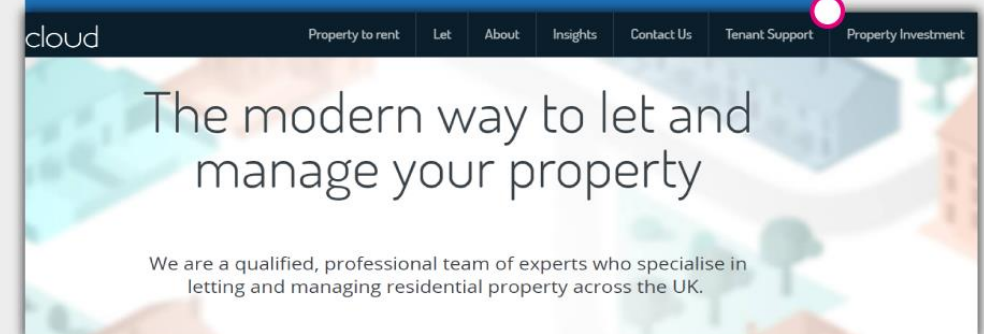
'Please visit your business.fixflo.com to report all maintenance issues'



**Add a button from our button gallery** that links to repair reporting page



**Add a simple tab on your website** that links to the repair reporting page



# Fixflo Repair Reporting

## Report (PDF)

Issue:IS39572

Demo Site

Issue:IS39572

Broken Communal Window

Reported

Address

125 High Street  
West Norwood  
London  
SE27 9EX  
TE25349752  
Mr Example Report  
example@fixflo.com  
07777 777 777  
Yes  
Wed, 25 September 2013 at 13:16  
Broken Communal Window > Double glazed  
Broken Communal Window

Tenant No.

Name

Email

Tel. No.

Tenant Presence Requested

Raised

Category

Issue Title

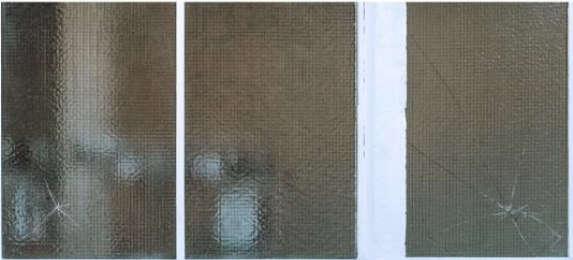
Fault detail

Large cracks have appeared in the window;  
it looks like it has been hit by a football.  
There is a small amount of glass on the floor.  
It has been like this for three days.

Tenant notes

Limited parking on street. Parking meters available  
at High Lane.

Issue Photos



## Email to Property Manager

Problem Reported: 81 Crofton Park Road, LONDON, SE4 1AJ (Boiler not workin... [A: ISSUE REPORTED]

KILLENDENO PLUS <no-reply@fixflo.com>  
to me

Click here to respond >> (Do not reply directly to this email as it will not be received)

YOUR LOGO

A new issue has been reported

Issue Id

IS1284878

Title

Boiler not working (Gas Boiler)

Status

Reported

Address

81 Crofton Park Road LONDON SE4 1AJ

Occupier no.

TE70580327

Name

Tenant Tenant

Email

louisafixflo+89@gmail.com

Tel. no.

33333555555555

Tel. no. (alt)

Vulnerable occupiers

No

Tenant presence requested

No

Raised

Mon, 25 February 2013 at 18:03

Category

Heating & boiler > Gas Boiler or Heater > Gas Boiler

Issue title

Boiler not working (Gas Boiler)

Issue priority

1

Appliance type

Gas Boiler

Appliance make

Falcon

Appliance model

GH88J

Appliance S/N

10009000

Fault detail

5 days broken

Photos

Photos have been submitted. Please check the attached file

Attached to this email is the full issue report. Other versions of this report are available to download. These reports may then be forwarded on as appropriate.

- Version without occupier contact details. [Click here to download >>](#)
- Photo only version. [Click here to download &gt;](#)

An immediate response to this request has been sent to the occupier. To update this response and/or the default priority [please click here](#).

The property management team

KILLENDENO PLUS

<https://killendemo-plus.fixflo.com>

151284878.pdf

## Autoreply to Tenant helps Section 21 compliance

Problem Reported: 2 Winifred Street, ROCHDALE, OL12 7ND (ref. IS1284381) [REPORT RECEIVED]

KILLENDENO PLUS <no-reply@fixflo.com>  
to me

Click here to respond >> (Do not reply directly to this email as it will not be received)

YOUR LOGO

Dear Miss Day

Thank you for reporting a repair (Leaking (Window Mounted Air Conditioner)) through our online repair reporting system.

A copy of your repair request is attached for your records.

Next Steps:

- We will investigate the defect contained in your repair request
- If resolution of the defect is your landlord's responsibility we will review the initial categorisation of your repair by reference to the criteria below
- If that categorisation changes we will notify you by email to this email address
- We will endeavour to remedy the issue in line with the timeframes below

Please note that the instruction of remedial works may be subject to approval by your Landlord and the availability of properly qualified contractors.

| Category           | Criteria                                                                                                                                                                                                                                                                                                                                                                             | Next Steps                                                                               |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Emergency Repairs  | Any defect resulting in any one of the following: <ul style="list-style-type: none"><li>a. risk of danger to the health, safety and security of an occupier at the property; or</li><li>b. risk of danger to the health, safety and security of a third party at the property; or</li><li>c. a defect that affects the structure of the property.</li></ul>                          | Make safe as soon as practically possible and normally within 24 hours of notification.  |
| Urgent Repairs     | A defect that relates to any of the following and makes the property uninhabitable: <ul style="list-style-type: none"><li>a. the exterior of the property; or</li><li>b. the installations in the property for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences); or</li><li>c. heating or hot water.</li></ul> | Where possible these issues will be dealt within three working days of notification.     |
| Non Urgent Repairs | Any other defect.                                                                                                                                                                                                                                                                                                                                                                    | Will be dealt with as soon as is reasonably practicable and in any event within 28 days. |

Upon review of each issue we will take into account whether you have notified us of any vulnerable occupiers at the property.

Want to login? Looking for your password? Try these options... [Login here](#) • [Reset your password](#)

The property management team

KILLENDENO PLUS

<https://killendemo-plus.fixflo.com>

# Contractor Emails

## Request a quote

When the contractor selects “enter quote”, they will be directed to their contractor view of your system

Please quote: 75 Crofton Park Road Inbox x

 **KILLEENDEMO PLUS** <no-reply@fixflo.com>  
to me ▾

[Click here to respond >>](#) (Do not reply directly to this email as it will not be received)



Dear Mr Green

Please quote to resolve this issue: [Click here to enter your quotation.](#)

Ref: IS1287496 [View >>>](#)

Raised: Tue, 27 February 2018 at 16:21

Address: [75 Crofton Park Road, LONDON, SE4 1AJ](#)

Occupier name: miss lou Kill ([louisafixflo@gmail.com](mailto:louisafixflo@gmail.com))

Occupier contact: [Send message 0987 654 432](#)

Description: Boiler not working (Gas Boiler)

Current status: Quotes requested

Assigned agent: [louisafixflo@gmail.com](mailto:louisafixflo@gmail.com) (AG70530486)

Ideal work completion date: Tue, 06 March 2018

- Quoting is set to end on Wed, 28 February 2018, until then the agent may revise the quote request or terminate quoting early
- You can contact the occupier of the property through the comments tab: [Click here to add a comment.](#)

[Enter your quotation >>](#)

## Awarded a job

When the contractor selects “enter start date”, they will be directed to their contractor view of your system

Job awarded: 75 Crofton Park Road Inbox x

 **KILLEENDEMO PLUS** <no-reply@fixflo.com>  
to me ▾

[Click here to respond >>](#) (Do not reply directly to this email as it will not be received)



Dear MR CONTRACTOR

You have been allocated a job. Please advise a time and date for when the work will be undertaken.

Ref: IS1287496 [View >>>](#)

Raised: Tue, 27 February 2018 at 16:21

Address: [75 Crofton Park Road, LONDON, SE4 1AJ](#)

Occupier name: miss lou Kill ([louisafixflo@gmail.com](mailto:louisafixflo@gmail.com))

Occupier contact: [Send message 0987 654 432](#)

Description: Boiler not working (Gas Boiler)

Current status: Job awarded, awaiting appointment date

Assigned agent: [louisafixflo@gmail.com](mailto:louisafixflo@gmail.com) (AG70530486)

Ideal work completion date: Tue, 06 March 2018

- The required attendance date is (on or before): Tue, 06 March 2018
- The occupier has not requested to be present when works are carried out
- The issue has been awarded to you.

[Enter job start date >>](#)

# EXPORT / IMPORT

- You can export a .csv file from your existing database and simply import straight to your Fixflo system
- Yellow fields are mandatory
- All data templates can be found in Set-up in the grey menu on the left of your Fixflo home screen
- Dedicated team to help

[illegible]

# Fixflo Repair Reporting

# Fixflo Plus Works Order Management

App

Report

Output

Whats the issue?

Bathroom & Toilet

Utility Meters

Internal floors, walls & ceilings

Exterior & Garden

Electricity

Furniture

S39572

Communal Window

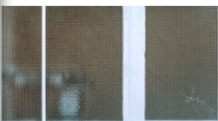
120 High Street  
West Bromwich  
Lancashire  
B62 7EX  
0121 467151  
Mr Example Report  
example@fixflo.com  
0777 777 777

100 Requested

What, 25 September 2012 at 13:14  
Broken Communal Window - Shaded glass  
Broken Communal Window

Large cracks have appeared in the window:  
Cracks has been 100 by 100mm.  
There is a small amount of glass on the floor.  
It has been like this for three days.

Unlited parking on street. Parking meters available  
at High Lane.



Email

CRM

Agency Portal

Dashboards

Actions

Comms

Manage

Reports

Review

Comment

Approve a quote

Report to quote/  
work instruction

Comment

Raise invoice

IND Contractors

MULTI Contractors

Landlords

External User

Tenants

Request/submit Quote

Send works Instruction

Request/raise an invoice

Automated Contractor Chacing

Progress Taskbar

Planned Maintenance

Reminders

R - 10

R - 23

IPL - IS

IPP - IS

R - 8

R - 20

R - 9

R - 21

R - 18

R - 25

R - 19

R - 27

R - 1

R - 14

R - 3

R - 2

R - 4

R - 11

R - 13

Agent > Contractor - Feedback/Score

Tenant > Contractor - Feedback/Score

Quotes Versus Invoice + Averages

Agent

Tenant

Contractor

Landlord

## Access

|            |   |
|------------|---|
| Agent      | Y |
| Tenant     | Y |
| Contractor |   |
| Landlord   |   |

Find solution - no report necessary

Comprehensive report

Automatically directed to the correct person record created in Admin

|            |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Data Input | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
|            | Y |   |   |   | Y |   |   |   |   |   |   |   |   |   |   | Y |   |
|            | Y |   |   |   | Y |   |   |   |   | Y | Y |   |   |   |   |   |   |
|            | Y |   |   |   | Y |   |   |   |   | Y | Y |   |   |   |   |   |   |

Unparalleled live view of maintenance activities

Communication all in one place

Digital process management

Tracking

Valuable feedback