

Repairs reporting guide

a handbook for tenants and staff

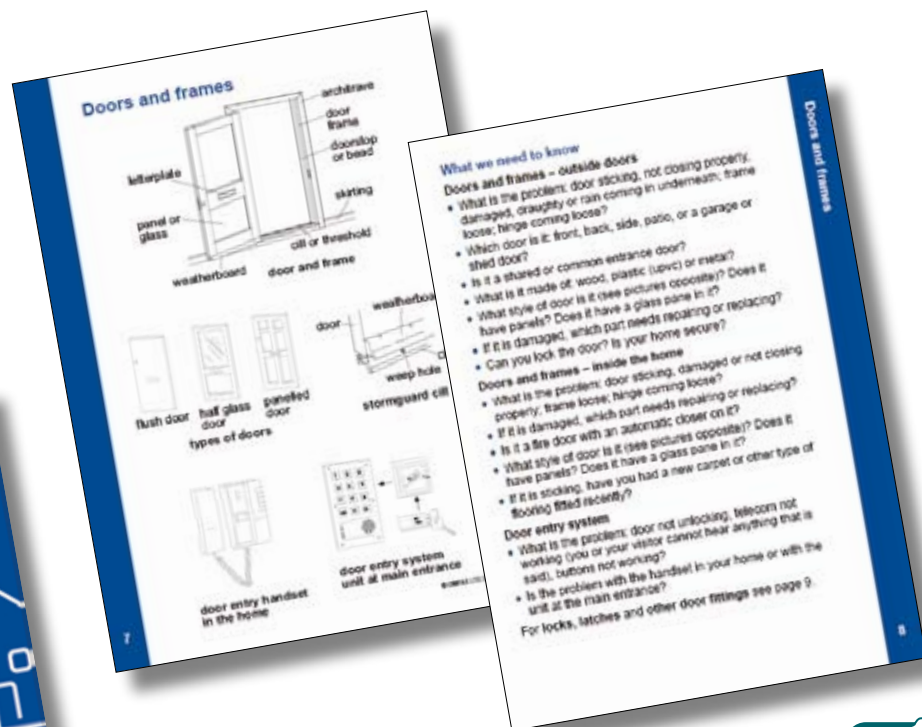
...information made easy

This practical guide takes the uncertainty and guesswork out of repairs reporting for both tenants and the staff they contact.

From baths to roofs, floors to walls, heating to drains the guide covers almost everything that might need repairing, this guide makes it easy for tenants to communicate the details of what needs repairing and helps staff to give clear descriptions of repair faults to contractors.

The Repairs Reporting Guide includes:

- 16 sections of clearly labelled line drawings with helpful prompts on what details the tenant needs to give about different types of repairs
- guidance on what to do if there is a smell of gas, a power failure or a burst pipe
- an outline of landlord and tenant repair responsibilities.



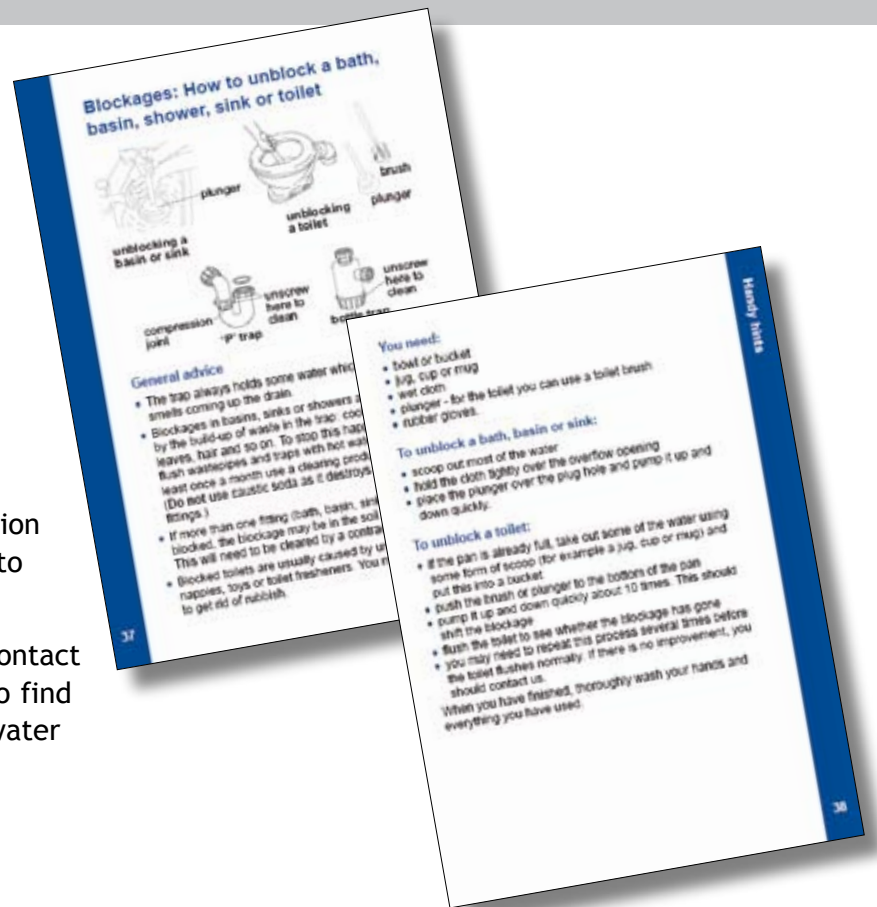


The more information your customers can give you about repairs, the quicker your staff can take action. Providing this comprehensive book ensures that the crucial repair reporting process runs smoothly.

Handy hints are also included:

- how to unblock a bath, sink or toilet
- how to reset a trip switch
- how to prevent and deal with condensation
- how to test a smoke detector and what to do if a fire has broken out.

It also includes space to write in who to contact about repairs and make a note of where to find the gas meter, consumer unit and mains water stoptap.



About Omfax

Omfax Systems is a leading provider of information solutions for customer services. We offer a portfolio of innovative products and services that bring unrivalled clarity, consistency and efficiency to communication with customers.

We work with housing associations, local authorities and facilities contractors as well as with a range of other organisations and agencies, such as schools, colleges and health care trusts.

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