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Omfax Systems Limited

Handy Hints for householders

The 'must have' handbook for the home

Handy Hints is a problem solving guide for every resident, tenant or leaseholder, young or old.

Many residents would sort out more minor repairs in their homes themselves if they could be confident about what to do. The Handy Hints booklet provides a simple and effective way to show residents how they can resolve some of these minor issues themselves, thereby reducing the potential of additional costs to landlords.

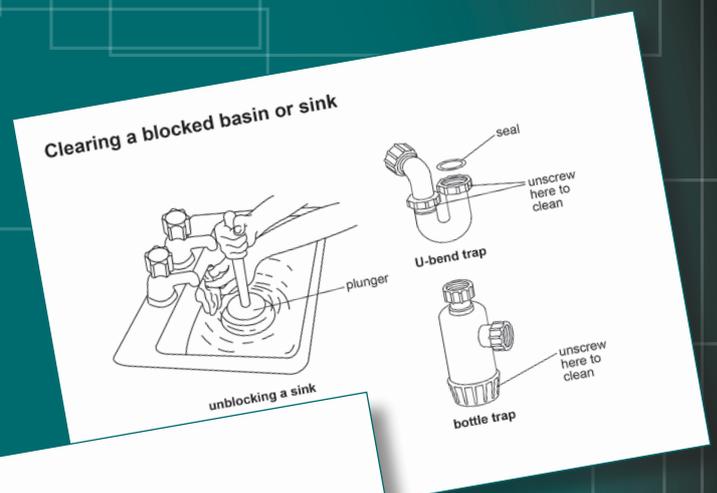
Easy to follow and written in jargon-free language, Handy Hints saves time, money and hassle when minor problems arise. It will especially help residents with tasks that are often their responsibility, with clear instructions to guide them as they carry out the job.

Handy Hints covers everyday tasks such as:

- clearing blocked wastepipes
- resetting trip switches
- adjusting heating controls
- testing a smoke alarm.

It also gives guidance on:

- effective use of heating
- dealing with condensation
- putting up shelves
- the basics of decorating.



"This book's great. I'm not into DIY, but now, at least I can do some basic things about the home and I don't have to wait around for someone else"

Tenant

Handy Hints sets out to inform and instruct. It doesn't get into anything too complicated. It gives residents the opportunity to sort things out for themselves, rather than having to get others to do it. It sticks to the essentials; there are no long explanations to work through and everything is laid out to make it easy to follow.

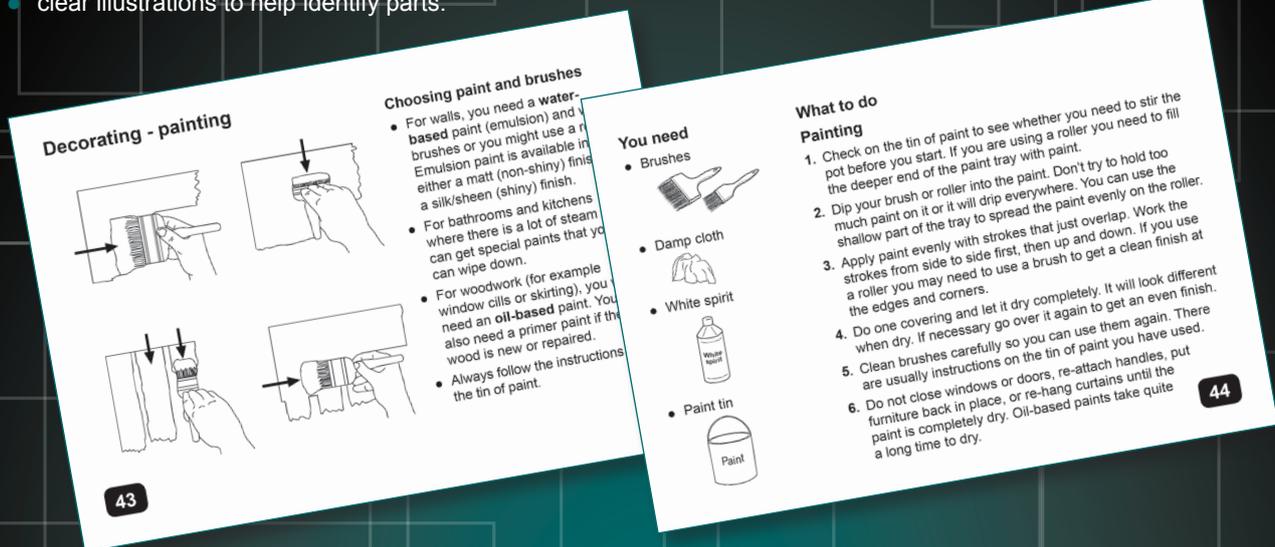
Each sections provides:

- a list of the tools and the parts needed
- simple step-by-step instructions to carry out the task
- clear illustrations to help identify parts.

Providing residents with the Handy Hints booklet helps to promote a greater sense of shared responsibility between resident and landlord.

Encouraging residents to carry out tasks for themselves and helping them to take care of their homes, can reduce the burden on both your contact centre and the repairs service.

Most importantly, Handy Hints helps to foster the feeling of self-reliance and confidence amongst residents.



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.

Our clients are progressive and forward thinking, and choose Omfax because of our in-depth knowledge of customer contact services and our ability to implement solutions to improve and enhance customer service.

We have worked extensively 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.



Interested or you want more information?

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