



omfax
Omfax Systems Limited

Repairs Reporting Guide

A handbook for residents

Repairs Reporting Guide is a practical handbook for residents that gives reassurance and takes the uncertainty and guesswork out of repairs reporting.

From baths to roofs, floors to walls, heating to drains, the guide covers almost everything residents might need repairing, making it easy for them to communicate the details of what you need to know.

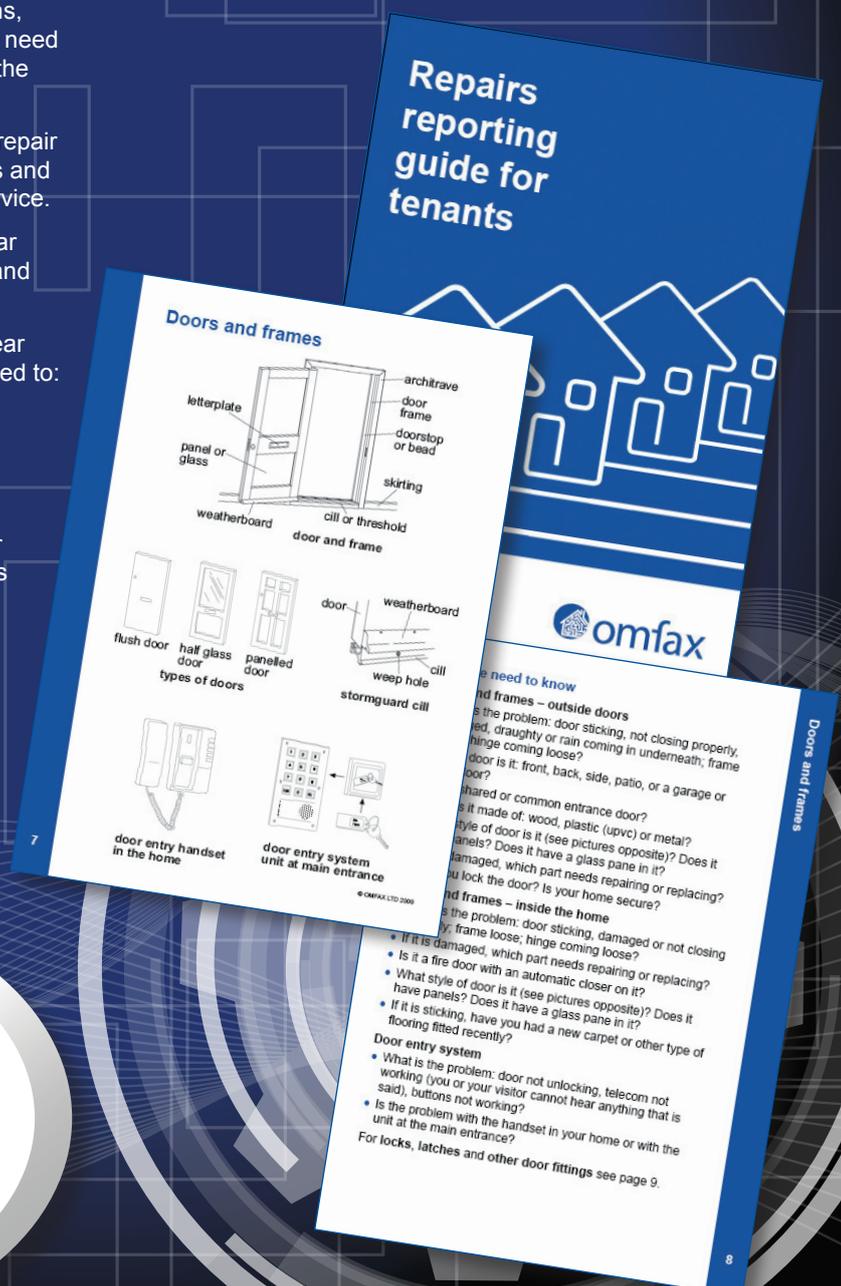
The result is a highly effective tool that helps keep repair costs down, increases the number of first-time fixes and ensures your residents have confidence in your service.

Professionally written, it follows best practice in clear communications, using straightforward navigation and helpful checklists.

Combining step-by-step instructions with crystal-clear diagrams, it gives residents the information they need to:

- report repairs accurately
- understand their responsibilities
- carry out minor repairs themselves, safely and effectively.

The Repairs Reporting Guide has been honed over time and is used by numerous housing associations and social housing providers across the UK to improve the service they deliver.



"The Repairs Reporting Guide is a good quality product and a really useful reference guide for our customers. Omfax has always been a good company to work with, meeting agreed timescales and being flexible when needed."

Julianne Britton
Head of Customer Services
GreenSquare

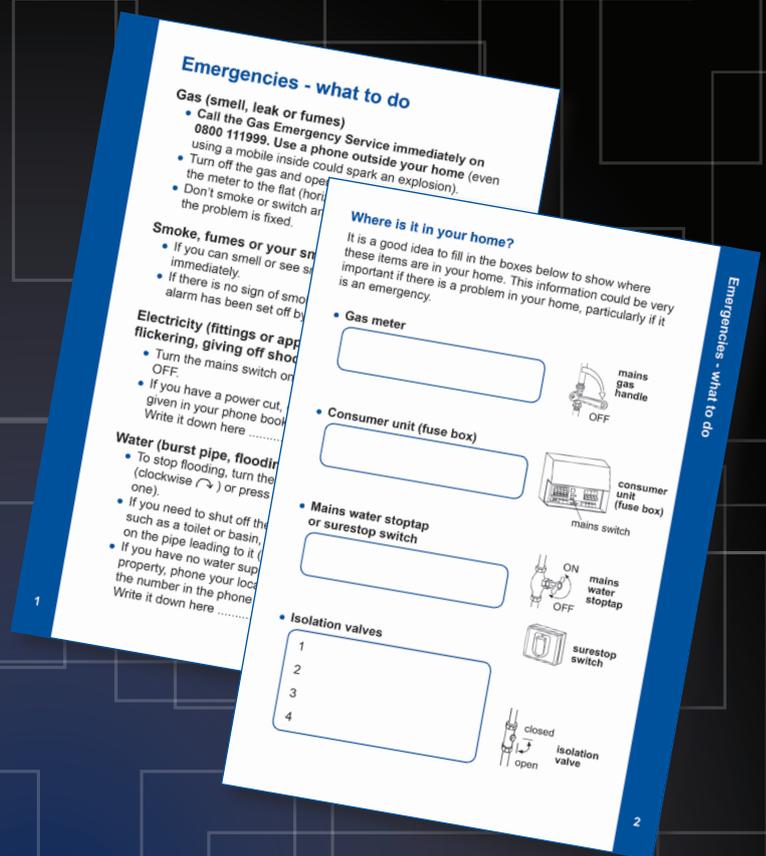
The Repairs Reporting Guide includes:

- 16 sections covering all the main parts of a property:
 - Water and drainage, bathroom and sanitary fittings
 - Heating and electrics, switches and controls
 - Fixtures and fittings and kitchen units,
 - Structure, including walls, roofs, doors and windows, stairs, floors
 - External features, fencing, gates and outbuildings
- clearly labelled line drawings with helpful prompts on the details for 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
- handy hints, covering:
 - 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.

Format

The Repairs Reporting Guide is available in a handy A5 format. We can add your organisation's name and logo to the front cover, or provide a specially-designed cover.

Alternatively, you can build on our core content to create your own Repairs Handbook – including your specific service standards and reporting processes.



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?

Contact us for more information and to find out how this product can be used to enhance Keyfax Inter•View. Please email sales@omfax.co.uk or give us a call on 01869 242967

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