

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.

Repairs reporting guide for tenants

Doors and frames or bead cill or threshold





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ed to know frames - outside doors the problem: door sticking, not closing properly, ad, draughty or rain coming in underneath; frame coming loose?

r is it: front, back, side, patio, or a garage or ed or common entrance door?

ited or common entrance goor?

Imade of: wood, plastic (upvc) or metal?

a of door is it contures opposite)? Does it
als? Does it have a glass pane in it?

aged, which part needs repairing or replacing?

ock the door? is your home secure? lock the door? Is your home secure nd frames – inside the home

ind frames – inside the home
sthe problem: door sticking, damaged or not closing
if frame loose; hinge coming loose?

If it is damaged, which part needs repairing or replacing?
It is it a fire door with an automatic closer on it?

If the problem is the problem in the part needs repairing or replacing?

- Is it a fire door with an automatic closer on it?
 What style of door is it (see pictures opposite)? Does it have panels; see it have a glass pane in it?
 If it is sticking, have you had a new carpet or other type of flooring fitted recently?

Door entry system

- Oor entry system
 What is the problem: door not unlocking, telecom not working (your visitor cannot hear anything that is said, buttons not working?
 Is the problem with the handset in your home or with the unit at the main entrance?

For locks, latches and other door fittings see page 9.

"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



- 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.

Emergencies - what to do Gas (smell, leak or fumes)

Isolation valves

noke, fumes or your sn moke, tumes or your si • If you can smell or see s. immediately. • If there is no sign of smolalarm has been set off by

Electricity (fittings or app flickering, giving off sho

- Turn the mains switch of the control of the co
- If you have a power cut, given in your phone book Write it down here

Water (burst pipe, flooding

- To stop flooding, turn the (clockwise) or press
- one).

 If you need to shut off this such as a toilet or basin, on the pipe leading to it.

 If you have no water supproperly, hone your lock the number in the phone Write it down here......

Where is it in your home? It is a good idea to fill in the boxes below to show where these items are in your home. This information could be important if there is a problem in your home, particularly is an emergency.





- Mains water stoptap
- or surestop switch





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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