# Landlord Guide

Our online repair management system is for tenants to accurately report repairs, for contractors to submit quotations and for landlord to approve works.
It allows repairs to be carried out more quickly and efficiently.

Three key benefits for you are:

- Clear and consistent reporting of problems from tenants
- Photos of the problem so that you can more accurately assess any works required
- Full audit trail

## You're Work Management

You do not need to log into the system to see the job in progress. You can simply click on the links/buttons in the emails you receive. However, a number of landlords receiving updates on the job progress prefer to set up a password to be able to log in to view the work in progress whenever they want. To do this visit our website or check your welcome email and click **"Forgotten Password"** to request a link to set up a password.

## Setting your "Work Authorisation limit"

You can set your Work Authorisation limit by visiting **"My Profile"** page. Log in to your account with a valid username and password and visit the **"My profile"** page. Go to the **"Work Authorisation limit"** section and set your limits. Works or quotes that exceed the listed value will be flagged. If this value is empty the default works authorisation limit for the agency will be used.

## Job in Progress

If you agree to take responsibility for the completion of the reported issue, we can allocate the job to you.

Dear landlord

Works are required at your property. Please take the steps listed below

Ref: IS27702 View >>>
Property address:
Tenant name: tenant 1
Tenant contact: Email:tenant@yopmail.com, Tel:2423423432, Tel2:4324243242
Description: Worktop loose (Worktop)
Current Status: Job awarded - awaiting start date

- You have agreed to take responsibility for the completion of this issue
- The tenant has not requested to be present when works are carried out
- You have not offered a date for when the works will be completed. You should enter a start date and time

**Enter job start date >>**

If not, we will take care of requesting quotes from contractors, hiring them and getting the issue fixed. Emails will be sent to your specified email address to keep you up to date about the proceedings. These are the few emails you will receive.

### 1. Works required at your property:

Dear landlord

Works are required at your property. Please take the steps listed below

Ref: IS27704 View >>>
Property address:
Tenant name: tenant 1
Description: Other (Mould appearing)
Current Status: Quotes requested

- Quotations are being sought to resolve this issue
- The quotation request process is due to end on Wed, 22 April 2015 but may be ended earlier
- You need do nothing now

## 2.  When request for quote ends:

Dear landlord

Works are required at your property. Please take the steps listed below

Ref: IS27704 View >>>
Property address:
Tenant name: tenant 1
Description: Other (Mould appearing)
Current Status: Request for quotes ended

- Quotations are being sought to resolve this issue
- All responses have been received. A contractor will be chosen soon
- Based on the quotations received the agent will either:
    o award the work to a contractor
    o OR ask the landlord to review the quotations
    o OR ask the insurer to review the quotations
    o OR extend the quote request period and invite further contractors to quote for the job
- You need do nothing now

## 3.  When agent requests for landlord approval:

Dear landlord

Works are required at your property. Please take the steps listed below

Ref: IS27704 View >>>
Property address:
Tenant name: tenant 1
Description: Other (Mould appearing)
Current Status: Awaiting landlord review

- The agent has asked for your approval to undertake the works
- 1 quote have been submitted for review. 0 quotes have been reviewed (ie accepted or declined)
- The agent, tenant and contractor have waited 0 days for you to review the quotations. Please click here to approve or decline the quotations

Review quotations >>

## 4.  When job is awarded to a contractor:

Dear landlord

Works are required at your property. Please take the steps listed below

Ref: IS27703 View >>>
Property address:
Tenant name: tenant 1
Description: Grate broken (Drains)
Current Status: Job awarded - awaiting start date

- The issue has been awarded to a contractor to fix
- The tenant has not requested to be present when works are carried out
- The contractor has yet to offer a start date to complete the works
- You need do nothing now

## 5. When contractor provides a job completion date:

Dear landlord

Works are required at your property. Please take the steps listed below

Ref: IS27703 View >>>
Property address:
Tenant name: tenant 1
Description: Grate broken (Drains)
Current Status: Awaiting job completion

- The issue is due to be resolved on Wed, 22 April 2015, before 09:00 AM
- The tenant has not requested to be present when works are carried out
- You need do nothing now

## 6. When job is completed and feedback from the tenant is awaited:

Dear landlord

Works are required at your property. Please take the steps listed below

Ref: IS27703 View >>>
Property address:
Tenant name: tenant 1
Description: Grate broken (Drains)
Current Status: Job completed, awaiting feedback

- The contractor marked this job as complete on Tue, 21 April 2015
- The tenant may provide feedback until Tue, 28 April 2015
- You need do nothing now

## 7. When tenant has approved that the problem is resolved:

Dear landlord

Works are required at your property. Please take the steps listed below

Ref: IS27703 View >>>
Property address:
Tenant name: tenant 1
Description: Grate broken (Drains)
Current Status: Job completed, tenant accepted

- The contractor marked this job as complete on Tue, 21 April 2015
- The tenant has accepted this job as complete
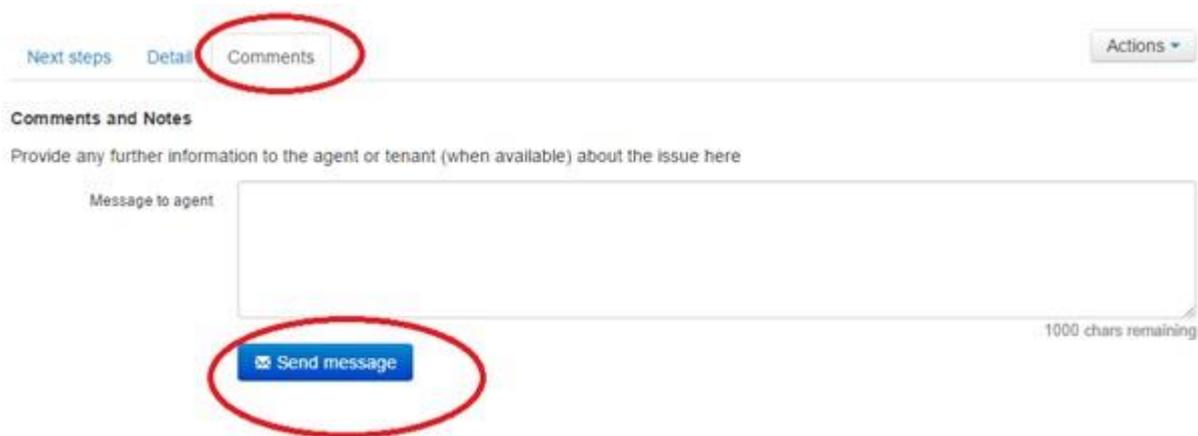- You need do nothing now

## 8. When issue is closed:

Dear landlord

The issue Grate broken (Drains) at ⬚⬚⬚⬚⬚⬚ (ref: IS27703) has been closed.

## Communications

The system has an integrated communication tool to allow you to send and receive messages from the property manager. This is located under the **"Comments"** tab.



## Reminders

If an issue requires your attention, the system will remind you the same by sending an email reminder.
By creating a password and logging in you can amend the timing and frequency of these emails so that the system works better for you. You can change when you'd like to receive these reminder emails by visiting **"My Profile"** page.