

NATIONWIDE

# Property Repair Services

- ✓ Decorating
- ✓ Carpentry
- ✓ Electrical Installation
- ✓ Plumbing
- ✓ Building
- ✓ Landscaping



NETWORK OF TRADESPEOPLE  
SERVICING THE UK & IRELAND

# A network of over 1500 approved tradespeople

Emmiera Property Solutions have a network of over 1500 approved tradesman that cover the UK Mainland & Ireland. We are a division of The Emmiera Group Ltd, an independently owned company, providing professional household property repairs on behalf of our clients on a daily basis. We have a clear and easy to use system so you can track a job from the moment its uploaded, to when its complete.

## Full National Coverage

- Full coverage of the UK mainland & Ireland
- Boasting 1500 fully vetted and insured tradesmen
- Customers are contacted within 24 hours of uploading a job
- Transparent reports and KPI's
- All types of damage covered, interior, exterior and structural
- One stop solution for all your property repairs

Our strategically positioned technicians offer full national coverage. This enables us to accommodate all of your customers across the U.K. & Ireland with maximum efficiency and a minimum lead time.



Our commitment to excellence, reliability, and customer satisfaction remains unwavering, and to accommodate our growth we recently moved into our new central head office. Our key facilities now all reside under one roof including our call centre, technician training and warehousing.

## Fully Trained & Experienced In-House Call Centre

- Jobs added quickly and easily by you directly onto our bespoke system
- Site visits are carried out to customers houses to assess damages and liability
- Our reports are second to none, with quality and short waiting times
- Calls and enquiries are processed at our centrally located call centre. All calls are recorded and analysed through our internal call monitoring system for training and quality purposes



## Vetted tradespeople you can rely on to provide a professional service

At Emmiera Property Solutions we carefully vet each one of our tradespeople to ensure they provide a service that is up to the high standards set across the Emmiera Group. Each of our tradespeople are fully insured and hold the required qualifications for the job at hand.

- Each trades-person fully vetted and insured
- Qualified in the field of expertise
- DBS background checks
- Trades-persons carry ID Cards on site
- Each project managed through the Emmiera head office



# Property Repair Services

We have a network of approved tradesmen and sub contractors offering a full range of property repair services

- Repair, installation and improvements
- Fire, flood & impact repair
- Storm damage repair
- Painting and decorating
- Electrical installation
- Plumbing & heating repairs



Decorators



Carpenters



Electricians



Plumbers



Builders



Landscapers

We provide comprehensive property repair and remediation covering all trades. At Emmiera Property Solutions we offer complete solutions as outsourced services to business and as direct service to the general consumer.

We're are insurance repair specialists for fire, flood, water, storm & vehicle impact damage and offer a remediation service specifically for housing developers.

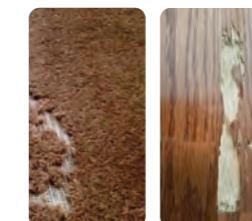
We can repair all types of property damage using our approved tradesmen including damage to:



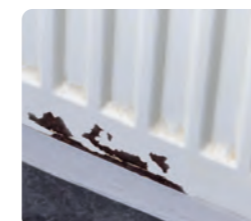
Walls - Cracks / Tears



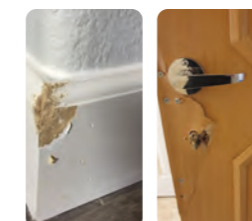
UPVC - Doors/Windows



Carpets & Floors



Radiators



Woodwork



Lawns - Tyre Marks

Our comprehensive team of over 1500 vetted tradespeople cover a diverse range of skills and services.

This gives our clients access to a broad range of specialist tradespeople nationwide ensuring the right person is provided for the job at hand.

Each property repair project is managed centrally through our head office and fully documented upon our bespoke project management system for assessment and review.

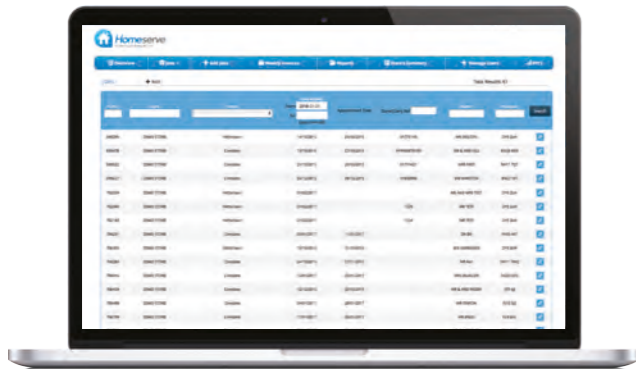
# Easy to use Job Management Portal

## Easily add jobs to our system

Our secure system allows you to quickly add job details through a simple form. The details are automatically put into our system for processing and notifications are sent to all relevant departments.

## Overview of jobs

We provide real-time access to a full list of jobs currently on the system. All jobs are categorised across the various stages. Providing you with a convenient overview of the current work in hand.



## Job report cards

Real time job report cards are maintained giving insight into the finer details of each repair and restoration we carry out. Quickly share reports via email and download information as a pdf.



Add job details through a simple form.

**Customer Details**

Client: Store 1

Title: Mr

Surname: Jones

Address: 13 Silver End Brierley Hill

Postcode: DY5 3LG  
If this is a Southern Ireland job please type IRELAND

Address List: Please Select...

Home Tel: 01384 488123

Mobile: 07734 425896

Email: mj1980@gmail.com

Complaint Date: 31/11/2020

Delivery Date: 27/11/2019

Client Ref: MJ130

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**Details of Issue/visit Instructions**

In ut enim bibendum, interdum nulla vel, luctus tellus. Cras sem quam, euismod ut du! non, placerat rutrum ex. Quisque sodales, nibh sit amet aliquam tempus, enim quam mattis tortor, quis laoreet velit ligula ac: est. Cras a lectus dignissim, pharetra magna vitae, venenatis lacus. Fusce ultrices nisi auctor varius vestibulum. Donec purus nisl, ultrices vitae dictum non, blandit sit amet elit.

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**Office/Work Instructions**

Please take photo: all batch label numbers under all pieces, of the unit from the front & internally (if applicable), of the unit. If repl. parts photo of repl part & original part if differ. Please take a full photo of the item(s). If they are maintaining the suite & if they are dressing the suite regularly? For leather issues take photos of the leather.

Customer: Ashley Manor

Model: 2000

Material: Fabric

**ADD JOB**

# Dedicated Property Damage Aftercare Team

## The process

- You can log the type of property damage on to our system with all the customer details and any images you have with description of the damage you want rectified for the customer
- We will contact the customer within 24 hours to arrange a full inspection and report
- We will then allocate the relevant trades-person and get the initial approximate quote for the works to be completed
- We submit the approximate quote for authorisation to you
- Once we receive approval from you we will book in the repairs with the appropriate contractor and update the system
- You can view the progress at any time through the Emmiera system

## Fully managed account

- Keeping customers and you fully informed along the journey
- Full visibility and access to view any job to see current status and position in the journey
- Main advantage customers are dealing with experienced customer service experts



# The customer journey

# Before & afters

The job is created on our bespoke portal

The job is then reviewed, checking all the information and images are present. We also call the customer to clarify the details, gain their preferred outcome and let them know we will be their point of call.

Once it's been confirmed, we then contact the relevant repairer to gain a quote.

If over the limit we would complete our report, fully detailing what is going to be required to put things right along with the quoted amount.

If under the agreed limit, we would then contact the customer and contractor advising them it's approved and to find a suitable date between the two parties.

Once approved by you, we would then contact the customer and repairer to confirm approval and find a suitable date of repair.

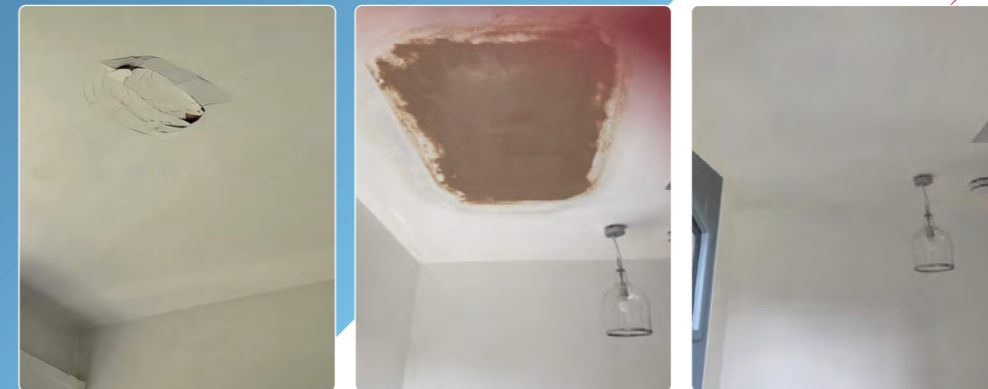
Once the repair is completed, we would contact the customer to confirm they are happy with the repair.

- We contact the customer within 24 hours of the job hitting our system and at each stage to keep them updated and involved, we explain the complete process to the customer on the initial phone call, so they are aware of each stage of repair.
- We will ask them for their time availability and try and gauge an estimated turnaround time for them.

- We always promote a repair as this is more convenient to both the customer and contractor, a quicker turnaround, and is most cost-effective for yourselves.
- We are here for both you and the customer, we remove the stress and headaches from the customer of having to find quotes and remove the admin stress from you.



Engineered flooring was scraped on delivery, repaired with colour matching paint and detailed the grain to near original condition. Lacquered for finish, customer approved.



Ceiling dented, re-plaster the damage and surrounding area. Painted to match existing colour. Fully satisfied customer.



Corner of wall caught on delivery. Damaged area was cut out and re-skimmed to be even with the rest of the wall, and then repainted. Customer happy with the very quick turnaround.

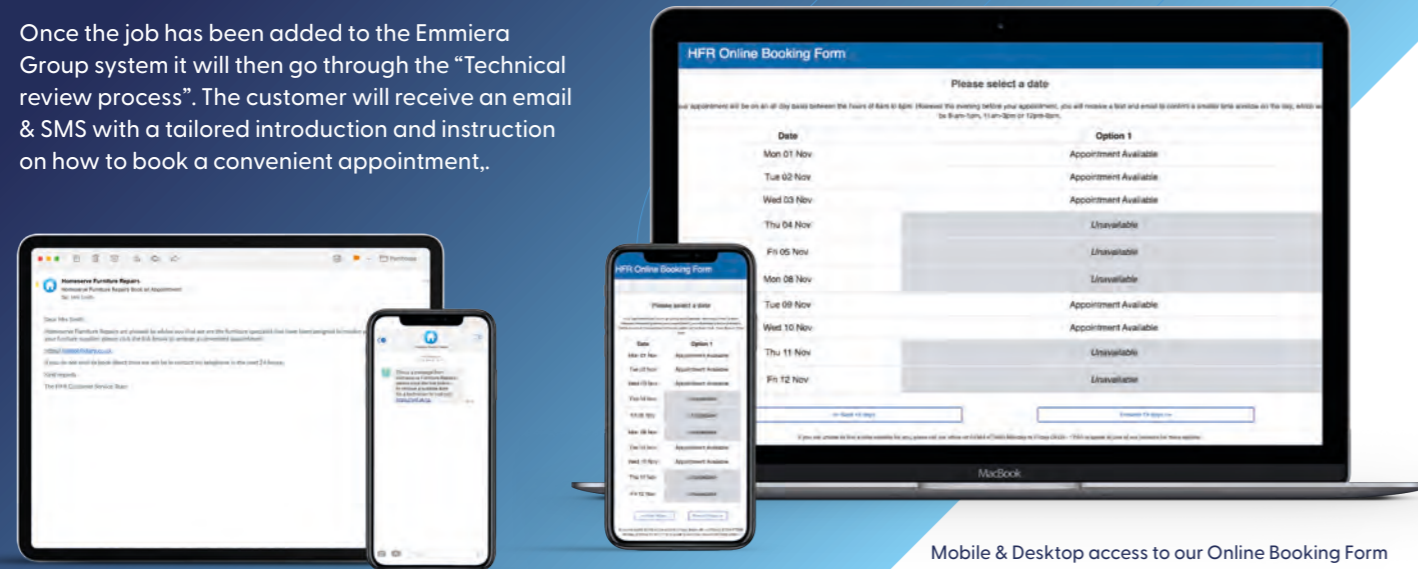


Door frame heavily damaged from delivery. Sanded the area, used wood-based filler where necessary, and finally repainted to match. Customer completely satisfied with repair.

# Customer Communication

## Online booking

Once the job has been added to the Emmiera Group system it will then go through the "Technical review process". The customer will receive an email & SMS with a tailored introduction and instruction on how to book a convenient appointment.

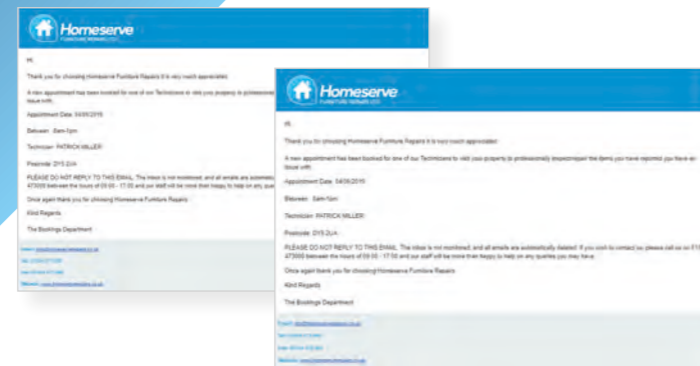


Mobile & Desktop access to our Online Booking Form

## Email notification

When the job is booked on our system the customer will receive an appointment confirmation to say that job has been booked in for the technician to visit their property.

The evening before the customer's appointment they will get an appointment reminder, informing that their appointment is the next day.



## Day of appointment text messages

The first message that the customer will receive provides the details or the appointment with a tracking code.

A message is sent to the customer when the technician starts the appointment scheduled directly before them.

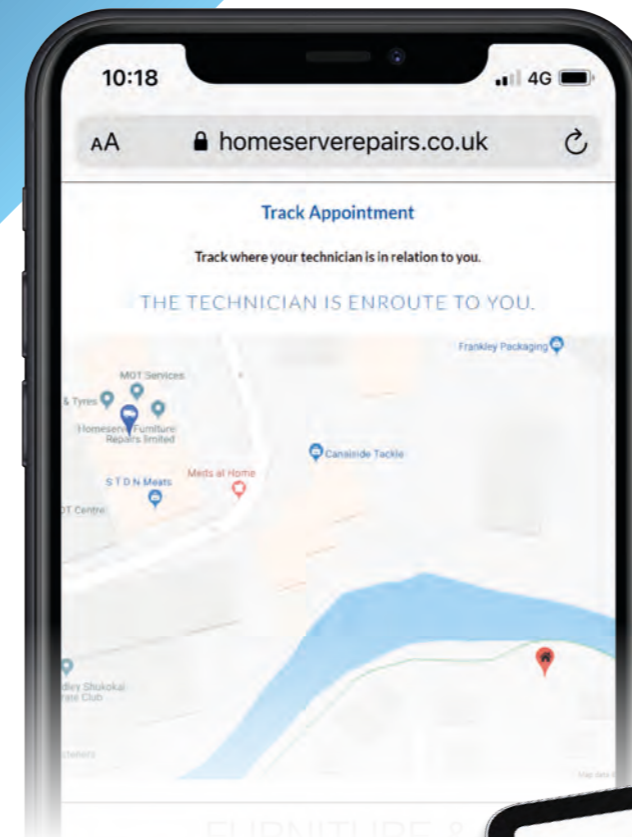
A final message is sent when the technician is en-route to the customer. The link, when clicked, shows the technician's location on a real-time map.

Your Homesevice technician has confirmed their appointments. You are first in line and booked into the timeslot of 08:00-13:00.

You can follow their progress at <http://xfn.uk/Rqky>

Your Homesevice technician is starting a new appointment. You are next in line. They will be with you in approximately 40 Mins - 60 Mins minutes.

Your Homesevice technician is enroute and will be with you shortly. You can follow their progress at <http://xfn.uk/RqkB>



## Real-Time Technician Tracking

Using the tracking code provided in the text message correspondence, the customer is able to access a real-time map of the technicians location en-route to their appointment.

- Provide an impressive, modern service
- Decrease the requirement for rescheduling due to customer not being present



## Signature Sheets

### Invalid Claims / No Faults Found Report

This is where the product does not have a manufacturing fault - i.e. Leather natural characteristics - interiors not dressed correctly - colour variance within tolerance - normal wear and tear.

A full explanation will be given to the customer by the technician on-site and the form will be completed and signed by the customer.

### Confirmation of work from the customer

When a job is completed we ask all customers to sign to confirm if the work has been carried out to the customers satisfaction.

We have a comments box if the customer wishes to add any other relevant information. We capture a customer signature to agree that the information contained within the report is correct.



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