



Repairs Management

Academy Repairs Management is a comprehensive means of managing the end-to-end repairs process, resulting in improved response rates, increased customer satisfaction and reduced costs.

The system provides seamless functionality to facilitate the effective management of all aspects of housing repairs - recording information from an enquiry being made by a tenant, through to progressing work to completion.

Academy Repairs is fully integrated with Academy Housing and can be used in conjunction with the Academy Contractor module. Service initiation can be made via the internet, the enquiry point or from within the repairs module itself. Graphical diagnostic tools can be linked to the module.

Commonly requested repairs can be quickly and easily created using pre-defined templates; saving staff time and enhancing consistency of prioritisation.

The quick repair feature reduces keying in time, whilst diary and work management features ensure that response times are improved - meeting Audit Commission guidelines on response rates.

External contractors can be linked via the internet or through a direct interface with their system.

Key functions

Full integration

Repairs Management is fully integrated with Academy Housing and the Academy Contractor module, offering the facility to access job diaries and enabling appointments to be conveniently scheduled at a tenant's request.

Single record

Details are held on a single record, holding all details of the initial complaint, multiple inspections and works orders.

Job histories

Job histories can be displayed, including details of planned maintenance works, inspections and complaints.

Switchable messages

Switchable messages provide useful warnings, giving notification of warranties, asbestos, planned maintenance programmes and Right to Buy applications.

Inspections

Inspections of all types can be directed to individual officers or teams. They can be directed to mobile devices - enhancing and streamlining the data collection process. All warnings can then be passed to the Inspector.

Key functions

Templates

Default options are provided for contractor, priority, cost codes and schedule of rates items. This speeds up any repetitive processes or orders, whilst maintaining the flexibility to customise individual orders, irrespective of how they are raised.

Rates schedule

Unlimited schedule of rates codes, recording materials and standard minute values are provided.

Escalation

Escalation procedures allow senior officers to examine orders awaiting authorisation.

Commitment Accounting

Commitment Accounting sub module is included.

Contractor management

Comprehensive contractor management features are provided, including CIS processing.

Percentage selection

Random percentage selection for post inspection is available.

Variations

Contractor variations in price can be processed and approved – with sequencing of job variation numbers and retention of original records for audit purposes.

Contractor selection

Automatic contractor selection is available by simply linking properties to contracts for one or more trades.

Authorisation levels

Financial authorisation levels can be defined and assigned to individuals and/or different tasks.

Graphical tools

A fully integrated graphical ordering system is an optional feature, allowing work to be defined by pointing and clicking on pictures or diagrams of building elements.

Appointments

Appointments facilities are available for inspectors and contractors.

Contractor interface

Standard two-way contractor interface for electronic submission of works orders and receipt of status and invoice information.

Order transfer

Orders may be emailed, faxed or electronically transferred.

Invoicing

Matched invoices or those within the defined tolerance can be automatically verified.

Benefits

- Online repairs ordering and progression
- Online contract maintenance
- Online schedule of rates maintenance
- Online appointments
- Multiple pricing mechanisms (including price banding)
- Automatic selection of the appropriate SOR for each contract
- Automatic price adjustments relative to the contract
- Optional graphical repair ordering functionality