Questions & Answers for Trades Suppliers

	Question	Answer
1	**Is there any training available on how to use the maintenance manager solution ?**	Yes, in the original email and subsequent reminders the trade supplier would have received from the Agent who invited them to become part of the system there is a link to a webpage which has some helpful videos that detail a job going through the Maintenance Manager system. This page can also be found directly by typing **www.propertysafe.com.au/mmgr .** Our Trades Supplier specialist John Dimond is also available to talk through any issues on **1300 155 888. Please feel free to call him anytime.**
2	**Can I print out the information on the job?**	Yes, information can always be printed from an email or simply printing the attached pdf quote form on Trade App when on a computer. However, based on feedback from existing users the quote form has been expanded to include more information and will be attached to all emails and included in the attachments for any job viewed on the Trades App. It can be printed or forwarded as needed.
3	**Are tenant details accessible?**	Yes, the tenant details are always included in the attached Job Sheet and on the Trades App, if they are available from the agent. Also when scheduling a job, users can alert the PM that a key will be required for access.
4	**Can I forward the job details onto one of my workers after receive I it?**	Yes, users can simply forward the email or an SMS to another worker. Either you or they can schedule the job (whichever you prefer) and also press complete and take photos of the work, to let you and the property manager know the job is complete. Emails will have the job sheet attached and even if an sms is sent, the job sheet can be downloaded after clicking the link.
5	**Can I access job information from all my devices (e.g. smartphone, ipad, computer)?**	Yes, just click the link you have been sent on any device an the same information will appear. The site automatically adapts to all devices
6	**What does "investigate further and replace if necessary" mean on a Quote/issue form I receive?**	During a PropertySafe inspection, the property is examined for over 140 separate issues and in virtually all instances make specific recommendation or give options. In approximately 6 of those 140 instances we make the following comment "Investigate further to ascertain the extent of the issue then rectify as necessary". In all these areas this comment is made because we have identified an issue that due its nature it requires further detailed investigation to ensure what the cause of the issue is and to ascertain what is the most cost-effective solution. Often these issues may have originated from a concealed problem that we cannot gain access to. So in the normal scenario whereby someone identifies an issue, a PM or a tenant, a suitably qualified tradesperson is sent to ascertain the extent of the issue and to use their expertise to determine the best outcome based off their experience.

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7	Why do I need to put a scheduled time in when I am doing a job?	For Risk Mitigation reasons it is imperative to give a Property Manager an estimated time when you will be completing the work, otherwise they are exposed if the Trade is delayed and some gets injured in the meantime. These times are also fed onto the tenant so they can have an expectation as well and will not be constantly calling the PM to find out what is happening. The entered time can be exact or an estimation. The average person would expect any Trade to provide them with a timeframe, therefore it is a mandatory requirement in the professional world of property management. However, following feedback from Trades suppliers we have modified the options in the system. The base scheduling aspect will be merely to indicate the day and whether it will be am or pm, alternatively you can give a more precise time, which some users may prefer to be a completed by timeframe.
8	Can I add notes to my quote response ?	Yes. This is a new feature and has been requested by some trades suppliers. For a very detailed description of a job naturally the best place for this is in the quote itself, like you have done in the past. If it's a very small job and you are not providing a formalised quote this will be a handy feature.
9	If I receive separate job or quote requests then I will have to charge the Landlord a separate call out fee for each one.	The vast majority of requests will by one-off requests, however, under the system a Trade may get a number of requests for the same property in a batch, especially if it from a safety inspection and each will come through as a separate request in order to allow the landlord to accept or decline a request. We would expect that common sense would prevail and that the trade would only charge 1 call out fee and incorporate each into the same visit where feasible. To charge a separate call out fee for each would be unfair to the agency and the landlord and could place the relationship with the agency in jeopardy. In a scenario whereby a Trade gets a notification now from a PM to undertake some work and during the call the PM forgets to mention some other aspect, so they call back with the additional information. That scenario should never result in 2 call out fees if it can be handled in the same visit, as such the same principle should apply.
10	Why should I take a photo after I complete a job?	Simply put the goal of the system is to increase the professionalism of property maintenance in the real estate industry and reduce any associated risks or unnecessary confusion. A reasonable requirement in this day and age is for a Trade Supplier to simply take a photo of the completed job to show it is actually completed (where feasible) and to evidence that the work site has been left clean, which is one of the biggest complaints by tenants. Whilst it is not a mandatory requirement of the system for all Trades to include a completed photo when the job is finished, it is a recommended action. Due to the system design, if will only take a few seconds using your phone or ipad and will automatically delivered to the PM, where it will provide the PM, Landlord and Tenant with greater assurity. Trades who elect not to do so may be doing themselves a disservice if other trades do follow the recommendation.

Benefits for users

1	**A simple and easy way to accept jobs**	You can accept jobs or quote requests by SMS or email, irrespective of where you are – on the job, in the car, at home, buying materials. Each job requiring a quote will include detail of the tenant (where applicable), property address, description and a pdf attachment of the summary of the job. You can print this out or forward it on to your team if required.
2	**No changes to the way you prepare invoices**	There is absolutely no need to change the fundamental way you prepare your quotes or invoices, whether they be handwritten, accounting system, typed into a spread sheet or document. Even if quotes/invoices are handwritten you can simply and easily photograph the quotes/invoices with your phone (or ipad) and send it immediately to the property manager. This will save time and costs. Your quotes/invoices will immediately be shown in the property managers system. As such, it is likely that it will be approved more quickly, which can be a huge benefit to the Trades.
3	**Streamlined communications**	The Maintenance Manger system is a comprehensive communication platform that automatically keeps all parties informed of where a job is up to. For example, the tenant is pre-notified that you have been requested to do a quote or complete a work order, and will be expecting your call and the Landlord is immediately notified when you have completed the work, and they can even receive the photos you take.
4	**More comprehensive quote/work order documents to save you time**	A more complete description of the work required with images will be available to you, so you can often provide quotes or estimates without going on-site. We have provided the agents with a specialised tenant App and PM Apps so that they can lodge maintenance requests directly into the system with multiple photos. This is likely to save you time in quoting and deciding what materials / tools to take to the site for a work order.
5	**Immediate evidence your job is completed**	Using the Complete button on the maintenance Manger Screen allows you to take multiple photos of the completed work and WITH ONE CLICK send these to the property manager. No emails SMS or photos downloading required. This should assist in streamlining the approvals or your invoices form payment by the property manager.
6	**Job summaries available 24/7**	You can access immediate summaries, from you phone, ipad or computer of all your work won, scheduled, completed and invoiced. The system will automatically let you know via email or SMS when your invoices have been approved by the Property Manager. In addition every invoice you submit will be automatically logged into the system (no emails disappearing !) and be placed in the in-tray for review and processing by the property manger.
7	**Trade Verification**	Trade Verification – Licenses and insurances only need to be lodged once for multiple real estate offices in the postcodes you choose, saving you time and hassle.
8	**At your option, access to additional work form other real estate agents and the general public.**	If you choose, you can be introduced to multiple real estate agents in your areas you nominate the postcodes you are available to work in. At your option, when you register, (or in the future) you can nominate the postcodes you wish to work in and be introduced automatically to other real estate agents as a licensed and insured tradesperson. Often trades suppliers have in the past found it hard to "get on the list" of some agents for work.
9	**Saving the person who supplies you work considerable time and reducing their stress.**	There is no doubt that Property Management is a very stressful job at the best of times and it is vary rare to meet a property manager who loves, (or even likes) organising maintenance jobs. The Maintenance Manger software will help the person who supplies your work to save considerable time in their workday and reduce the stress they are under. It will also reduce the risks they face from forgetting anything as no job can ever leave the system if it left alone.