

## Improve your customer service results **Repairs & Reporting Skills**

**Does your job involve looking after buildings? Perhaps you work for a housing association or a lettings agency or maybe you manage a property for a facilities management company?**

**Most social housing landlords are responsible for an ageing stock portfolio with properties typically built between 1920 and 1980. This has resulted in escalating maintenance costs. Staff in housing need particular abilities to manage repairs requests, including strong diagnostic and questioning skills. Learning how to prioritise repairs and write more specific repairs orders is also valuable.**

**This course can be taken as a stand alone course or as one of the five modules that form part of a nationally recognised qualification:**

**The Upkeep/ABBE Certificate in Diagnosing Defects and Ordering Repairs**



### **Cost of No Action**

Untreated problems in properties are costly to rectify which makes it crucial that your staff have the right skills to identify what repairs are needed and to write accurate reports.

Around £9bn per year is spent on repairs and maintenance of the UK's social housing stock - one of the biggest areas of spending for housing associations.

Failure to deal with repairs requests correctly also wastes time and effort. Good repairs provision is one of the most important services provided by a social landlord and the most highly valued and relied upon service by tenants\*.



**More information overleaf...**

\* Chartered Institute of Housing



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## **Repairs & Reporting Skills**

### **What Our Course Covers:**

- Identifying the information that you need to complete a repairs order
- How to use diagnostic questioning skills to get all the relevant information
- Understanding landlord and tenant responsibilities
- Understanding maintenance service standards
- Prioritising repairs
- How to write clear effective repairs orders

### **Who Should Attend?**

- Customer service staff who take repairs requests over the telephone
- Housing officers, repairs or estates staff who take requests in person

The course also benefits property managers, tenant management workers, receptionists and any staff who deal with tenants.

### **Why Upkeep?**

Upkeep has been delivering property maintenance and management courses for over 25 years.

Over this time we have developed an in-depth understanding of the housing, property and facilities management sectors and a strong reputation for delivering quality, useful and practical training courses.

All of our tutors are experts in the specific courses they deliver for Upkeep - some also still work in the sector - ensuring that the content we deliver and examples we use are always relevant and totally up to date.

If you can't make it to our training venues, we can come to you with a bespoke training package tailored to meet your needs and those of your organisation – contact us for more details.



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