



Simplifying Customer Care software for the construction industry

HOMEOWNER USER GUIDE

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Your Homeowners Portal

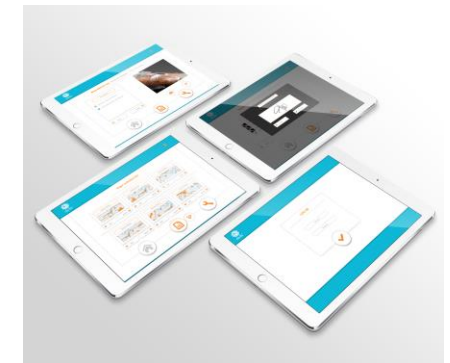
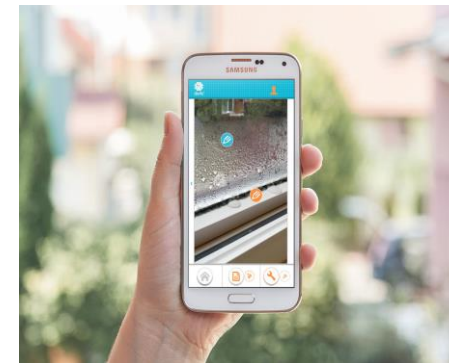
clifix® enables you to centralize all your conversations with your developer.

Your Homeowners Portal allows you to:

- Log defects by creating a Ticket
- Communicate with your developer directly
- Add a comment which is time and date stamped
- Track the progress of your ticket
- View all confirmed Appointments

Your Portal may include the following:

- Appliance Guides & important Handover Documents
- Useful information (meter information, choices, etc.)
- Information about your housebuilder and their customer care charter
- Full details of your warranty provider

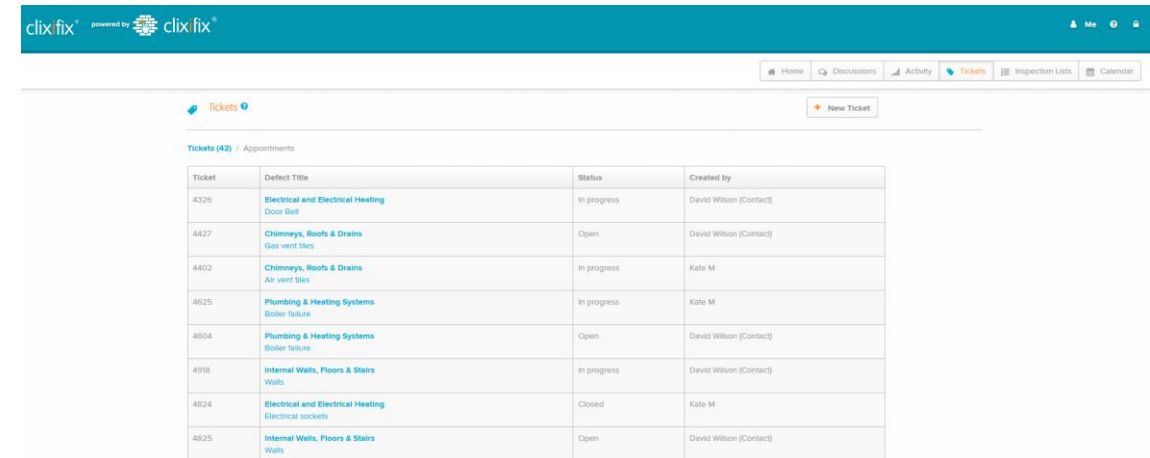


What is a Ticket?

A Ticket is a quick and simple way to notify your housebuilder of any defects you are experiencing in your new home.

Tickets Tab

This section displays all Tickets relating to your property.



Ticket	Defect Title	Status	Created by
4326	Electrical and Electrical Heating Door Bell	In progress	David Wilson (Contact)
4427	Chimneys, Roofs & Drains Gas vent tiles	Open	David Wilson (Contact)
4402	Chimneys, Roofs & Drains Air vent tiles	In progress	Kate M
4625	Plumbing & Heating Systems Boiler failure	In progress	Kate M
4604	Plumbing & Heating Systems Boiler failure	Open	David Wilson (Contact)
4998	Internal Walls, Floors & Stairs Walls	In progress	David Wilson (Contact)
4824	Electrical and Electrical Heating Electrical sockets	Closed	Kate M
4825	Internal Walls, Floors & Stairs Walls	Open	David Wilson (Contact)

Creating a Ticket

5 Steps to Creating a Ticket:

1. New Ticket (one defect per ticket)
2. Defect Type & Sub-category (with detailed description)
3. Other Comments (access information)
4. Review & add Supporting Documents (image/document)
5. Post Ticket

The screenshot displays the clix.fix web application interface. At the top, there is a navigation bar with the clix.fix logo and a menu with options like Home, Checklists, Activity, Tickets, Inspection Logs, and Calendar. Below the navigation bar, there is a 'Tickets' section with a 'New Ticket' button highlighted by a red box and an arrow pointing to it, labeled 'New Ticket'. Below this is a table of existing tickets with columns for Ticket ID, Defect Title, Status, and Created by. The table contains several rows of ticket data.

The 'New Ticket' form is shown below the table. It has a progress bar with four steps: Plot (checked), Defect (checked), Purchaser (active), and Review (disabled). The 'Purchaser' section includes fields for Full Name (David Wilson), Home Phone Number, and Mobile Number (0777777777). There is also a text area for 'Other Comments (Please provide access details and/or parking restrictions etc)' with the text 'Please avoid school runs'. Below the form are 'Prev Step' and 'Next Step' buttons.

The 'Supporting Documents' section is at the bottom. It has an 'Add Document' section with a 'Browse...' button highlighted by a red box and an arrow pointing to it, labeled 'Add supporting documents'. There are also 'Prev Step' and 'Post Ticket' buttons at the bottom.

Comments

Now you have created your ticket, you have an open line of communication with your housebuilder regarding your reported defect via the Comments Tab.

Simply Add a Comment to:

- Liaise with your housebuilder regarding appointments
- Request an update
- Inform your housebuilder of any changes to your defect (i.e. the problem has worsened)

The screenshot displays a ticket management interface. On the left, a sidebar contains ticket details: Ticket Number 5195, Status In progress, Plot 1 (Some Place - XY1 2ZU), Contact Details (David Wilson, 07777777777, Additional Info: Please avoid school runs), Handover (Date: 27/09/2019, Warranty Status: active), Purchaser(s) (David Wilson), and Warranty Expires On (27/09/2021). The main content area is titled 'Defect Electrical and Electrical Heating' with a sub-heading 'Electrical sockets' and a description 'Socket loose in hallway'. It features a navigation bar with 'Comments (4)', 'Details', 'Costs(0)', 'Documents (0)', and 'Appointments (1)'. The 'Comments' section shows three entries: Kate M (18/12/2019 16:14) regarding an appointment change, David Wilson (18/12/2019 16:13) apologizing for a scheduling issue, and Kate M (18/12/2019 16:12) reporting a new appointment. Below the comments is an 'Add Comment' section with a text input field and an '+ Add Comment' button.

Ticket Status

There are 4 possible Status levels for Tickets:

1. **Open** – Your Ticket has been raised successfully and your housebuilder has been notified
2. **In Progress** – Your housebuilder is working to resolve the defect
3. **On Hold** – Your Ticket has been placed on hold. This could be for a number of reasons (e.g. a part requires manufacturing)
4. **Closed** – The Ticket has been resolved

Tickets (43) / Appointments

Status

Ticket	Defect Title	Status	Created by
5195	Electrical and Electrical Heating Electrical sockets	In progress	David Wilson (Contact)
4326	Electrical and Electrical Heating Door Bell	In progress	David Wilson (Contact)
4427	Chimneys, Roofs & Drains Gas vent tiles	Open	David Wilson (Contact)
4402	Chimneys, Roofs & Drains Air vent tiles	In progress	Kate M
4625	Plumbing & Heating Systems Boiler failure	In progress	Kate M
4604	Plumbing & Heating Systems Boiler failure	Open	David Wilson (Contact)
4918	Internal Walls, Floors & Stairs Walls	In progress	David Wilson (Contact)
4824	Electrical and Electrical Heating Electrical sockets	Closed	Kate M
4825	Internal Walls, Floors & Stairs Walls	Open	David Wilson (Contact)
4915	Plumbing & Heating Systems Boiler failure	Closed	Kate M
4792	Plumbing & Heating Systems Boiler failure	Closed	Kate M

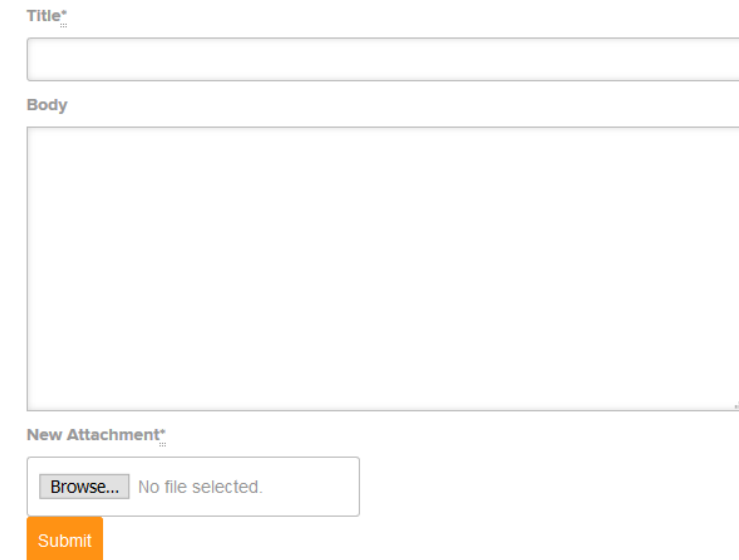
You may have a general enquiry about your new home.

The quickest and simplest way to contact your housebuilder would be to raise a Discussion.

How to create a Discussion:

1. Title (e.g. Paint Query)
2. Detail (e.g. what is the colour of my living room paint?)
3. Add file (if applicable)
4. Submit

Any responses from your housebuilder will sit under your original query. You will also be notified via email.

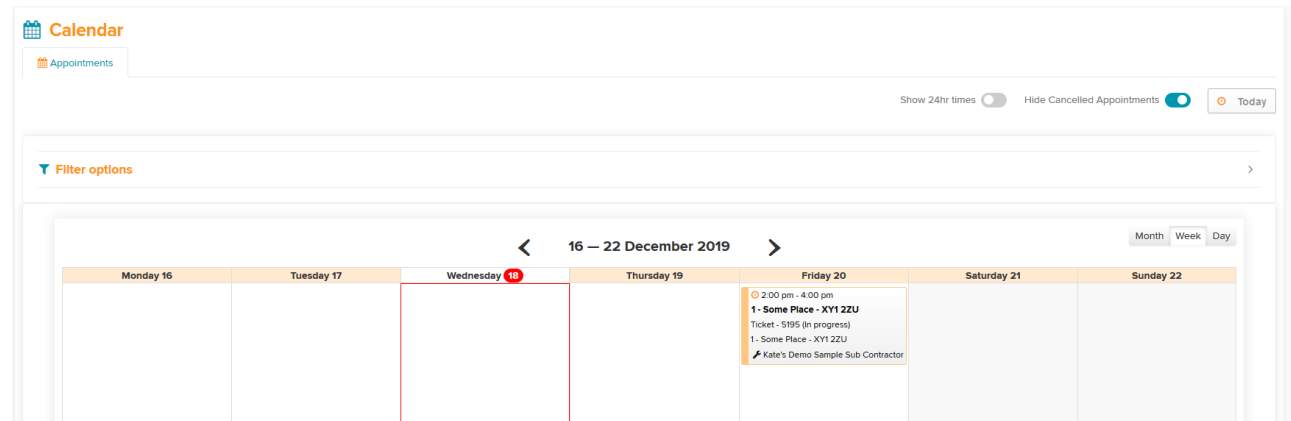


The image shows a web form for creating a discussion. It consists of the following elements:

- Title***: A text input field with a small asterisk indicating it is required.
- Body**: A large text area for entering the details of the discussion.
- New Attachment***: A section for adding files, containing a "Browse..." button and the text "No file selected."
- Submit**: An orange button to submit the discussion.

Calendar & Appointments

- Any Appointments created will be shown in your Calendar
- Appointments link to a specific Ticket
- If the Appointment is unsuitable, simply add a comment to the relevant Ticket proposing an alternative date/time



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