



Simplifying Customer Care software for the construction industry

HOMEOWNER USER GUIDE

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# Your Homeowners Portal

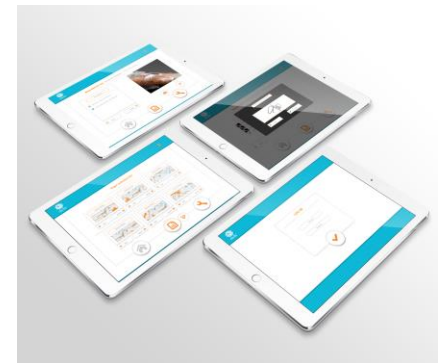
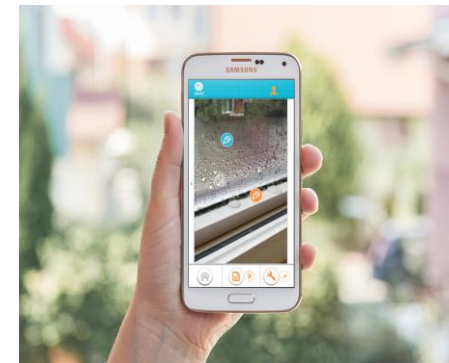
clifix® enables you to centralize all your conversations with your developer.

## Your Homeowners Portal allows you to:

- 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



Your “Home” section contains all the resources your housebuilder has pre-populated for you to help you with your new home.

- ✓ User Guides
- ✓ Utility Information
- ✓ Handover Documentation
- ✓ Warranty Information
- ✓ Choices / Selections
- ✓ Meter Readings
- ✓ Reservation Terms

**1 - Some Place - XY1 2ZU**  
Some Place - XY1 2ZU  
Handover Date: 27/09/2019  
Warranty Status: active  
House Type:  
Tenure: freehold  
Warranty Provider: NHBC  
Reservation Terms  
Incentives: Upgraded kitchen Flooring (inc. upgraded tiles) Upgraded bathroom & w/c suites

**Plot: 1 - Some Place - XY1 2ZU**

User Guide / Manuals (1) Utilities (0) Handover Documentation (1) Miscellaneous (3) Warranty Information (0)

Choices / Selections (0) Meter Readings (3)

**Documents**

Document	Uploaded By	Uploaded On
<a href="#">USER_GUIDES.docx</a>	Kate Murray	15/10/2019 14:25

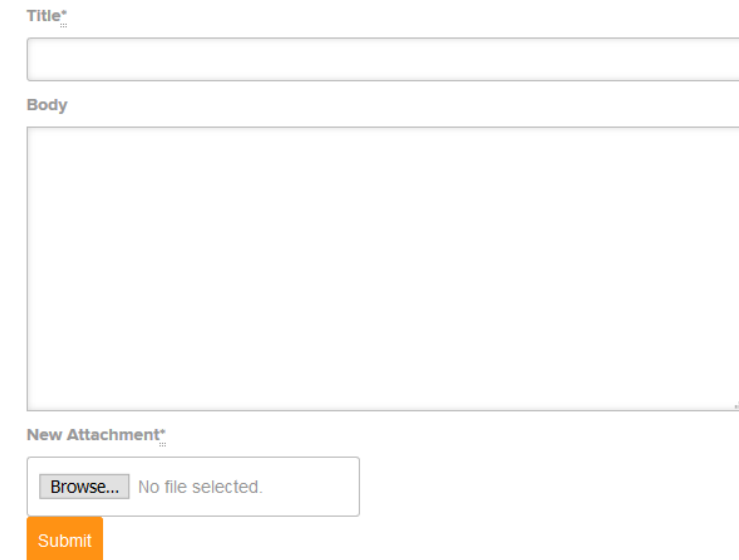
You may have a general enquiry about your new home.

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 screenshot shows a web form for creating a discussion. It includes a text input field for the title, a larger text area for the body, a file upload section with a 'Browse...' button and a 'Submit' button.

Title\*

Body

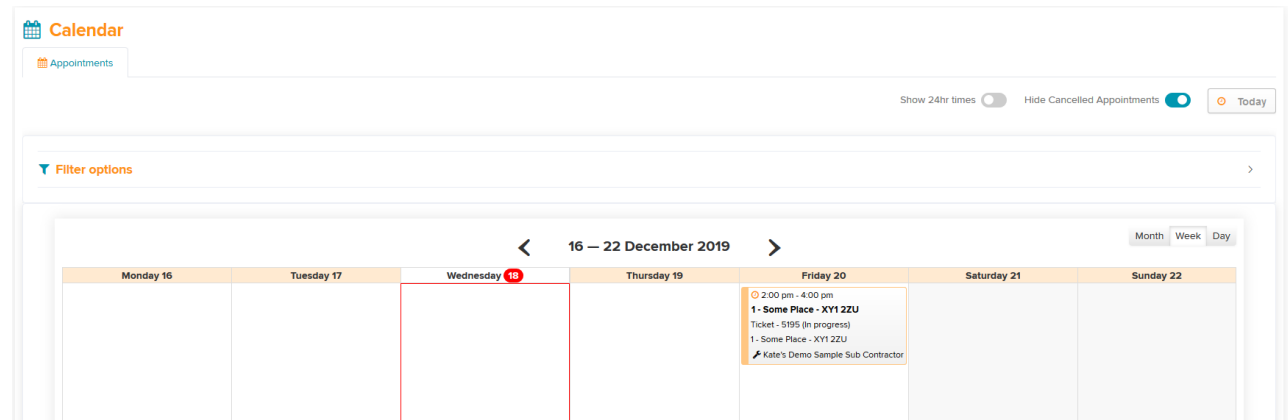
New Attachment\*

Browse... No file selected.

Submit

# 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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