RSL's and ServiceLink

ServiceLink can be used by landlords to provide a system that will record, in detail, all work carried out for all properties. This detailed property history can be stored for any length of time. The system will provide access for contractors to see new jobs, and update work in progress, thus providing a common database for work in progress. There are security mechanisms that limit any individual user to viewing only jobs relevant to that user.

Alternatively , It is also possible to notify contractors of jobs either by email , SMS (using an ASP service)or file transfer for an automated transfer of data to and from the contractor.

Jobs are input as tenants report them, and appointments can be arranged using the Visual Scheduling module.

Regular planned visits e.g. annual gas safety certificate can be set up, as a one time input, for properties and the system will generate those jobs when due.

It is possible to record information specific to any given property e.g. vulnerable tenant , ethnicity etc and analyse performance in regard to those details.

The system has an extensive auditing mechanism that records what changes were made, and at what time and by whom. It is thus possible to follow the progress of job no matter how complicated the history has been.

There are various KPI reports , the reports are normally run for a month at a time, but can be run for any date range. The analysis is by contractor.

KPI 1. Average time to complete jobs
This report analyses average time taken by category of job.

KPI 2. Jobs completed within time allowed
This report shows whether the contractor is completing jobs within the timescales allowed.

KPI 3. Number of recalls
Shows the number of jobs that were not finished when originally reported as completed.

KPI 4. Number of recalls per operative
Shows the number of jobs that were not finished when originally reported as completed.

KPI 5. Number of jobs that had appointments
The number and percentage of jobs that had an appointment.

KPI 6. Appointments kept
The number and percentage of jobs that had an appointment, which was adhered to.

KPI 7. Average repair cost analysed by type
Average cost of repair analysed by job category e.g. day-to-day repair , Void etc.

KPI 8. Customer Satisfaction
The number and percentage of jobs reported as satisfactory by the tenants.

KPI 9. Turnaround time per Void
The average time taken from void reported to void available for new tenant.

KPI 10. Job status
The number of jobs at each WIP status analysed by contractor. Shows if a contractor is failing to clear a build up of work.
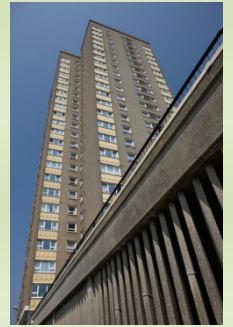
KPI 11. Jobs completed first time
The number of jobs completed on one visit.

KPI 13. Invoicing delay
The average length of time taken from job completion to invoicing.

KPI 14. Post Inspection analysis
Post inspections carried out as a percentage of jobs done. Percentage post inspections passed.

Generating KPI figures that are not already present can be custom built for individual ServiceLink customers.