Helpdesk

Service guide

Content

Helpdesk: 0844 736 0426
Fax: 01789 404018
Email: helpdesk@phpgroup.co.uk
Address: First floor Unit 6, The Courtyard, Timothy's Bridge Road, Stratford Upon Avon CV37 9NP

1. Introduction and objectives

This is a comprehensive guide for tenants about what to expect when you contact PHP and we organise a contractor for maintenance or repair to your building. The purpose of these guidance notes is to provide a reference point for the clarification of key helpdesk procedures.

The helpdesk has a number of objectives which include:

- Effective management of calls.
- Delivery of 'best in class' service to all tenants.
- Pro-active management of contractor call-outs.
- Working with contractors to improve overall service.
- A continual learning review producing continually improving performance and service delivery.
- Achievement of service level agreements.
- Identification of cost saving opportunities.
- Identification and implementation of process improvements.
- Identification of service improvement opportunities.
- Comment on customer perception and feedback.

2. Helpdesk overview

The helpdesk provides a single point of contact for the emergency and maintenance works requested by the tenants of PHP's property portfolio.

Emergency Repairs – Reactive repairs and works where there is a risk to health, safety or tenant operational capability.

Maintenance Repairs – Repairs that are required to the property in order to ensure that the property asset does not deteriorate.

Defect Reporting – Tenants will be able to report defects requiring emergency attendance as well as log ongoing issues requiring review on a periodic basis.

3. Hours of operation

Helpdesk core hours of operation are from 09.00am to 5.30pm, Monday to Friday. Calls made outside of these core hours are received by personnel with access to an on-call mobile and will be dealt with in accordance with the level of emergency reported.

4. How to contact the helpdesk

During core hours
Dedicated contractor line – Escalation/authorisation: 0844 736 0426

Fax: 01789 404018

Email: helpdesk@phpgroup.co.uk

Outside office hours
Dedicated contractor line – Escalation/authorisation: 0844 736 0426

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5. Contact procedures

Orders for repair are produced on a Helpdesk Job Card which is emailed to contractors during normal working hours. Urgent requests (requiring a 4-hour response or less) may also be supported with a confirmation telephone call to the contractor.

Orders for works out of hours will be telephoned through with a confirmation order emailed the following working day. A copy of the job card is also sent by email to the tenant representative who has requested the order.

During out of hours periods the contractor will be contactable via telephone on a landline or mobile phone. This contact detail will be stored on the helpdesk and include all required names and telephone numbers.

Upon receipt of the order sent by email, the contractor will check that the details are understood and the correct operative is despatched within the allocated response time, with the correct tools and materials to enable a maximum number of first-time fixes. The contractor should take all required steps to ensure safe receipt of the orders during normal office times and allow for reconciling emergency telephone instructions given out of hours.

The contractor is responsible for organising any Permit to Work or other approvals as required by PHP and must ensure they report to tenants and comply with all health, safety and security site procedures.

The contractor should not contact you to attempt to negotiate the response times. All discussions regarding attendance for work orders will be through the helpdesk, unless the contractor can advise you on how to try to achieve a remote fix.

The helpdesk team will advise you if the response time cannot be met. Response times are flexible and can be altered to reflect lease terms and contractor maintenance agreement terms.

Helpdesk response options are currently identified as:

Emergency – Attendance within 4 hours
Standard – Attendance within 24 hours/
          next day

3 day attendance
7 day attendance
Log call only – no immediate action required

6. Attendance procedures

The engineer/operative must comply with your visitor's procedure, which involves signing in at the reception desk. Correct and proper company information and ID should be requested for presentation. The operatives must make themselves known to you with their reason for the visit.

The contractor should produce, if required, the relevant Permit to Work or other approvals as noted above, before commencing the work.

The contractor is to carry out the work, ensuring:

Compliance with all relevant health, safety and security procedures.

Minimum disruption to the property operation.

Only the work requested, to be carried out under the specific order is to be completed and any additional works or improvements, must be referred to the helpdesk.

That the first fix (or where appropriate, making safe/temporary repair) is undertaken.

Helpdesk Job Card

Once the work or visit is complete, the job card which has been sent to the tenant and the contractor should be completed on site with a description of the fix, time on site and whether the job is complete or requires a return visit. The completed job card can be scanned, faxed or emailed back to the helpdesk so the job can be updated.

Departure from the premises

The operative should keep you informed at all times during work on site and if the work cannot be fully completed at the time of the visit, as well as what work is outstanding, and when is the expected time and date of completion.

7. Non attendance/non performance

In the event of a contractor's failure to attend to a reported job in the agreed time scale, a default contractor may be instructed to attend and rectify the fault within the required timescale.

Please call the helpdesk on 0844 736 0426 if no one attends when you have been notified by us to expect them.

8. Quotations and improvement works

Any additional works or improvements must be referred to the helpdesk. It is the contractor's responsibility to ensure these details are forwarded direct to the helpdesk, together with any estimated or quoted costs.

Any additional work outside planned maintenance works must be in accordance with the terms of the maintenance contract.

9. Invoicing and payment

A completed job card is required to be returned to the helpdesk, so that the invoices received can be processed and approved by PHP for payment.

10. Contractor performance management

The helpdesk is constantly striving to provide the best possible service, minimising disruption and inconvenience to the day to day running of your building.

Our system of scoring performance on each job completed by a helpdesk supply chain contractor helps to ensure we continue to deliver this quality service and that contractors have completed jobs to both your and our satisfaction.

How we score contractor performance

A full 10 marks are awarded for the contractor completing the job within the designated timescale and notifying us of the job completion.

Marks are deducted for:

Issues marks deducted	Marks deducted
Failure to attend or non-completion of works	- 10 marks
Contractor needs to be reminded to attend	- 5 marks
Recurring issue that has not been resolved in previous attendances	- 3 marks
Failure to confirm job completion	- 2 marks
Completion outside designated timescale	- 2 marks

We expect a consistent average score of 8 or above to ensure that contractors are performing well enough to be on our approved contractor list and the helpdesk and our supply chain are continuing to deliver a high quality service.