



OVERVIEW:

Small scale developers employ few office staff and there will be occasions when there is nobody at the office to take calls. Dealing with the Builder's Liability Period responsibly means having a structure to take occupant calls and this is the most challenging aspect for small companies. Getting the work organised is less arduous as this can be done at a time better suited to the developer's available time (making arrangements with the occupant/contractor/handyman).

OMS (Occupant Messaging Service) plugs that gap in a highly cost effective way. OMS will take all occupant messages 24/7 for less than the cost of a member of staff for 2 hours a week.



HOW IT WORKS:

- Occupant reports issue to OMS through Occupant Portal (24/7)
- Occupant receives confirmation email to say developer will be in touch shortly
- System creates work record and OM Notice
- OM Notice automatically emailed to developer same day
- Developer also receives an emailed weekly log report of all OM calls
- Developer makes decision to instruct (whoever) using the OM Notice
- Invoice monthly
 - £100/month for up to 20 plots pa (£5.00/plot ... £3.28/day ... 16 pence/plot/day)
 - £195/month for 21-50 plots (£3.90/plot ... £6.41/day ... 13 pence/plot/day)
 - Starts when first payment received
 - Ends 30 days after final payment
 - No minimum term
 - No set-up fee
 - No cancellation penalty



SUMMARY BENEFITS:

For the Occupant

- Easy
- Convenient (any time/anywhere)

For the Developer

- Professional
- Reliable
- Immediate
- Affordable
- Auditable

SALES FEATURES AND BENEFITS:

- Provides a professional/reliable 'front-end' to a developer's customer service
- Is available 24 hours a day – 7 days a week
- Costs less than 1 person for 2 ½ hours a week (£3.28 a day or 16p per plot/day)
- Removes costly distraction ...
 - Stops occupants from calling the developer's office
 - Pestering the show home/sales staff
 - Deters occupants from chasing site staff
- Provides a convenient mechanism for reporting a problem
- FREE apps available for Android and iPhone
- Developer can have link to embed Occupant Portal in their own website
- Simple 1 page agreement – no minimum term – pay monthly
- Occupant sends message via portal
- Receives a confirmation email
- Developer receives Daily OM Notice as email attachment
 - Formatted such that can be sent straight out to contractor as a job instruction
- Developer receives Weekly call log report
 - Shows preceding 7 days of messages logged by plot
 - Provides invaluable audit of everything ever reported
- Developer provided a sales document (1 pager) to use with purchasers – this can be handed to them with homeowner manual at point of legal completion – or, where the service is being introduced at a later stage, emailed and/or posted to them.