Repairs & Maintenance

Pyramid has a complete range of Repairs and Maintenance modules that will accommodate for all your requirements, including period checks, gas safety, planned maintenance and life cycle costing.

Inventory:

◆ User defined components
◆ Record location, condition, cost, supplier, service dates, history etc.
◆ Records property attributes
◆ Detailed inventory report

Periodic Checks & Gas Safety

◆ Full appliance details and scanned images
◆ Record location, condition, cost, supplier, service dates, history etc.
◆ Detailed service schedule report
◆ Automated order raising/issuing system
◆ EPC and CP12 image capture

Planned Maintenance

◆ User defined property element table with default costs and life cycles
◆ Survey import options using Excel template
◆ Option to clone or copy all or selected elements
◆ Inflation forecasting and life cycle reporting
◆ Automated link between day to day repairs and planned maintenance to keep everything up to date

Responsive Repairs

◆ Issue repair orders to contractors or DLO operatives to provide details of the repair location, work required and expected timescale to completion
◆ Issue electronically by email, fax or SMS
◆ Landlord monitoring and automated responsibility flagging when raising orders
◆ Record estimated costs for each order raise with options to use Schedule of Rates and diagnostic tools
◆ Secure data transfer routine option to automatically or manually update orders using files sent by the contractor
◆ Maintenance requests can be logged before the order is raised to log the first contact from the tenant when they report the repair
◆ Define up to 30 response categories
◆ Set budget limits by user level to prevent users from send orders above their limit

Responsive Repairs Reports

◆ Analyse repair order data through standard reports and graphical illustrations for Response Monitoring and Contractor Performance
◆ Generate tailored reports using the OmniPrint option
◆ Produce quality satisfaction letters with each order and monitor the quality of service provided. Results can be logged and analysed
◆ Produce quality control letters to request a post inspection visit from the tenant
◆ Full contractor performance monitoring
◆ Full operative timesheet processing system
◆ Optional stock management system

Mobile Working

◆ Full mobile working solution
◆ Fully integrated with intelligent text messaging

OMNILEDGER