



# Frequently Asked Questions

## A GUIDE FOR LANDLORDS

Welcome to ToopFIX, our online maintenance program. This is an online portal which allows tenants, landlords, property managers and tradespeople to lodge, track and review maintenance requestss and receive live updates 24/7.

Here are some frequently asked questions to help you get started...

1. "I haven't received my login information. What do I do?"

Simply login to ToopFIX by using your email address that you use with our agency. Use this email address, as both your username and password. You will be prompted to change your password once logged in. If you forget your password at any time, please click 'I've forgotten my password' on your ToopFIX log in screen.

2. "I can only see one of my rental properties in ToopFIX. Why can't I view the rest?"

If you are a landlord of multiple properties, you should be able to see all of your properties and their maintenance items. If this is not the case, please contact us so we can resolve this as soon as possible for you.

3. "How can I see comments or status updates from Suppliers and my Tenant?"

On your ToopFIX home screen, simply click 'Request Overview' on the top right of the page. You will then be able to check the status and job history of the works conducted at your property. The status of a request will automatically change any time your property manager, tenant or tradesperson provides an update. Any additional comments noted by the tradesperson or property manager, will be available to view by clicking the 'History' button on the job tile.

4. "I don't trust agents to get the maintenance done at the cheapest rate."

Maintenance is the number one component in property management where a landlord's interests are most vulnerable. There has been a long history of poor decision-making, conflicting secret agendas and overcharging within the industry. ToopFIX was created specifically to fix this problem. It is a fully transparent environment, where checks and balances are hard wired into the process, where a landlord can observe every move (complete with audit trail). ToopFIX eliminates any risk of Trades overcharging. They have been carefully selected and are constantly reviewed for price and quality of work. Maintaining the balance of affordability, reliability, professionalism and assurance of completed works, may not always be the cheapest option, but it will be genuine and the best value for your money.

5. "What do each of the job statuses mean for me?"

**Pending allocation:** Signifies a new request logged by your tenant, and is with your property manager awaiting further approval or action.

**Awaiting your approval:** The job requires further action by you. Please click on the job tile and choose a supplier, and add your work order expenditure limit. Your property manager will then coordinate these works as required.



**With supplier:** The maintenance request has been assigned to a tradesperson and the work order has been sent.

**Awaiting parts:** The tradesperson is unable to complete the job as they are awaiting parts. The tradesperson will provide an estimated time of arrival for parts that you are able to view by clicking on the job 'history' button.

**Awaiting quotes:** The job request is awaiting quotes from one or more trades. All quotes will be available for viewing once received from the tradesperson, so you can make an informed choice before proceeding.

**Solved:** Your Tenant has marked this job as 'solved' from their portal. This means they have resolved the issue themselves and no longer require a tradesperson to attend to the issue.

**Completed:** The tradesperson or your property manager (based on correspondence) has marked the job as completed.

**Not completed:** The tenant has rejected the 'completed' status provided by the tradesperson and notified your property manager that they believe the work has not yet been completed adequately.

6. **"How do I know my property manager is contracting the right tradesperson for the job?"**

ToopFIX helps resolve conflicting interests, including a long-standing industry issue where property managers use friends and family tradespeople for their landlord's maintenance work. ToopFIX helps prevent property managers from 'doing their own thing'. It stops non-compliance and provides an auditable approval process that generates reports of non-approved tradespeople in real time.

7. **"I want to use my own electrician and plumber. Can I do this?"**

The use of your own tradespeople can be managed easily through ToopFIX. On request, your properties are tagged with your own personal trades; providing ease of use. However, keep in mind, your agent cannot guarantee their work standards as they are not bound by the usual preferred supplier requirements.

8. **"How will I know how much a job should cost?"**

ToopFIX has inbuilt smarts which provides you with real data on past job history and pricing. Access to this information will enable you to make a reasonable and informed decision when assigning a maintenance limit to each job. If there is any major discrepancy, you will see it... and so will we.

9. **"I don't like giving pre-approved authority or expenditure limits for maintenance. How am I protected?"**

The reason for a pre-approved expenditure limit is to streamline your maintenance process. Like all business activities, levels of authority are set up to allow managers to get on with the job of managing. For the first time ever in real estate, ToopFIX has created accountability through

- 1) full transparency,
- 2) an audit trail, and
- 3) easy investigation and resolution of any issues providing comfort to landlords across Australia.

10. **"How do I know the work was actually needed? And was it actually done?"**

This is an age old question. Replacing a hot water service, when it only required a new element, is the type of problem we have encountered as agents in the past. With innovative technology, photographic reporting, trade audits and tenant check ups and feedback, the risk of these issues occurring under the ToopFIX system is essentially eliminated. Any unscrupulous behaviour by a property manager, tradesperson or tenant is quickly identified.

11. **"Is using ToopFIX more expensive or complicated? I'm that not technology savvy."**

As a whole, ToopFIX drives landlord's costs down, increases accountability and creates guarantee of work. This equates to more money in your back pocket!