

Tenant Communication Checklist for Repairs and Service Appointments



Your guide to ensuring an awesome tenant experience while increasing first-time access and reducing contact centre calls.

Leading up to the day of service

- Send an appointment reminder via SMS or the preferred channel, with the ability to self-serve critical appointment information via a tenant portal.



Hi Kate, you have a repairs appointment scheduled for Tuesday. View the details here to confirm or reschedule: <https://...>



Self-servicing information **reduces call volumes** and **operational costs** by helping tenants to help themselves.

The day of the appointment

- Remind tenants of their appointment through an SMS message to decrease the chance of no-access. Offer easy ways to contact support with new information.



Hi Kate, your Localz job W29432 is scheduled for today. You can view details here: <https://...> You will receive another SMS when your technician is on the way.



Notifications on the day of the appointment **reduce truck roll costs** by helping to **avoid missed appointments**.

Operative is en route

- Let customers know that the technician is approaching, so they can get ready to provide access. Accurate ETAs and location tracking help the tenant to prepare.



Your Localz technician is on the way to you now and will arrive between 12.40 pm and 12.50 pm. You can track their arrival here: <https://...>



On My Way notifications **reduce costly inbound calls**, as tenants don't need to confirm or check the ETA.

Operative is approaching

- Offer two-way communications between the resident and the mobile worker, so that tenants can share entry instructions, social distancing preferences and more.



Please wait for five minutes after knocking, I'm slow on my feet.



Two-way communications **increase access rates** and **reduce time at the property**, as tenants can share instructions.

After the appointment

- Send a feedback request once the technician has left the property, based on their geolocation. Tenants can give honest feedback while the visit is still top-of-mind.



Real-time alerts for negative feedback help your team to **act promptly**, and therefore at a **lower cost**, when issues arise.

5/5: The two operatives have done a very professional job, they were polite and cheerful.



Next steps...

- It's easier than you think to improve tenant experience and increase efficiency. Housing associations and contractors such as Clarion and Wates Living Space use Localz to increase satisfaction and drive down costs on the day of service. Read the eBook to find out how:

[Download eBook](#)