

Maintenance and Support

At Oakmans Estate Agents we strive to make the process of handling repairs and maintenance as simple and straightforward as possible. However, we understand that things can still go wrong from time to time. With this in mind, we have a clear process to ensure that any issues are dealt with fairly and efficiently, starting with reporting your repair through Fixflo.

Only once a maintenance issue has been logged and progressed through Fixflo can a formal complaint be made. All our team members take customer satisfaction seriously and we will always aim to resolve any concerns quickly and professionally.

Reporting Through Fixflo

1

Go to the Fixflo portal

Visit the Fixflo link on our website under the Maintenance or Report a Repair section. This takes you straight to the online form where you can log your repair at any time of the day.

<https://oakmans.fixflo.com/issuereport/CreateIssue>

Choose the type of issue

Select the category that best matches what has gone wrong, for example heating, electrics or plumbing. This helps direct your report to the right part of our team straight away.

Answer the quick questions

Fixflo will guide you through a few simple questions about the problem. The more detail you give here, the easier it is for us to understand the issue without needing to come back to you for more information.

Add photos or videos

Upload clear photos or a short video that shows the issue clearly. This helps our team and any contractor see exactly what is happening before they attend the property.

Confirm your details

Check your contact details are correct and let us know when someone will be home to provide access if needed. Accurate information means we can arrange appointments without delays.

Check Fixflo for updates

All updates will be posted on your Fixflo report so you can follow the progress easily. If you need to ask anything, use the comment section on your existing report rather than opening a new one.

Customer Care & Feedback

Branch Discussion

2

Providing all issues were reported through Fixflo correctly, if you are still dissatisfied with any aspect of our service, this can be brought to the attention of your local branch or Property Manager. You can do this in person, by phone or by email.

The branch or management team will do everything they can to resolve the matter as effectively as possible, involving the people who know your property and situation best.

Making a Formal Complaint

3

If you feel that your concerns have not been resolved to your satisfaction, you can refer the matter to our Customer Relations Team who are on hand to manage formal complaints.

This team works independently from our branches and property management team, allowing them to review your complaint fairly and objectively. They will investigate what has occurred and keep you updated at each stage of the process.

Your complaint will be acknowledged within 3 working days and you will receive a full written response within 15 working days of us receiving your complaint.

You can contact the team by submitting a form on our website www.oakmans.co.uk/customercare, or via email: customercare@oakmans.co.uk.

The Right to Appeal

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If you remain dissatisfied with the response received from our Customer Relations Team, you have the right to request an appeal. This means your complaint will be reviewed by a different senior member of the team who was not involved in the original investigation.

We will acknowledge your appeal within 3 working days and aim to provide a full response within 15 working days.

Referral to The Property Ombudsman

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We genuinely hope that all concerns can be resolved between us. However, if you remain dissatisfied after completing our internal process, or if eight weeks have passed since your complaint was first made and you have not received a final response, you may refer your complaint to The Property Ombudsman.

The Property Ombudsman provides a free and independent service for unresolved property disputes. Any referral must be made within 12 months of the date of our final response.

The Property Ombudsman
Milford House, 43–55 Milford Street, Salisbury, SP1 2BP
Phone: 01722 333306 (Mon–Fri 9am–4.30pm excluding bank holidays)
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

