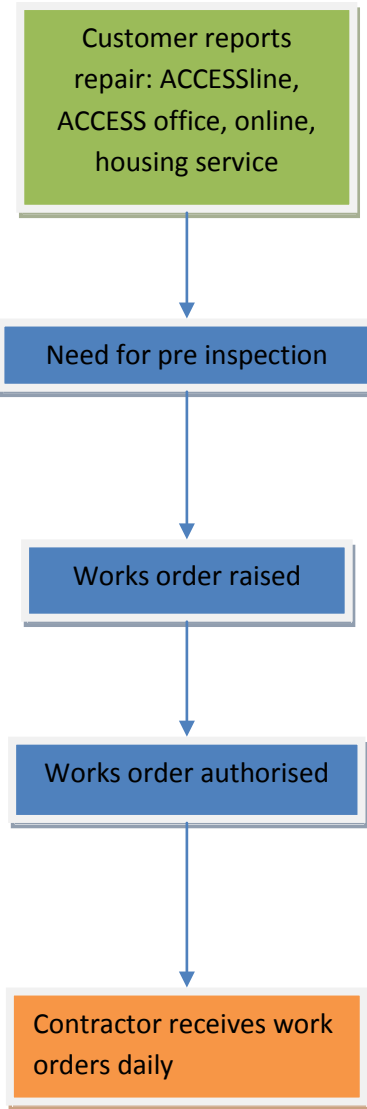


Process One



Definition

You reported your repair

The council need to check your repair before getting

The council put the work into the repairs system

The council carry out a check of work ordered and information on job is passed

Tradesman get job daily

Process continues

Contractor
contacts tenants



Attends
appointment



Appointment fails



Contractor carries out
work (Multiple visits
as required)



Variations raised

Process continues

Tradesman gets in touch

Tradesman comes to do job

Tradesman doesn't turn up or
you're not in (card left)

Tradesman gets job done, but
this can take more than one
visit

Tradesman tells the council of
any extra work

Interim Inspection
Required



Variation
authorised



Contractor
completes work



Contractor prepares
invoice



Post Inspection
Required

Process continues

Council might need to check
work

Council gives go ahead for
extra work

Work completed by contractor

Paper invoice providing details of all
work and costs is made up.

Repair might a final check
against costs.

Invoice processed by business support



Post Inspection Completed



Additional variations authorised



Interface to Integra



Payment to contractor

Paper invoice received from contractor that is checked against the repairs system.

Repair might be checked after works done against invoice details

Council gives go ahead for extra work if needed

Information is passed from the repairs system to the financial system

We make payment to the tradesman

Process Two

Customer contacts contractor and arranges appointment

Contractor inputs details of repairs

Contractor completes repairs to repairs standard

Monthly payment to contractor

You contract the tradesman and he arranges to come with you

The tradesman put the work in the system.

The tradesman does the work.

We pay the tradesman monthly for work done.

Contractor

Council

Customer