



EMERGENCY! OUT-OF-HOURS OR IN-HOURS

Helplines for tenants proven
to save money too!

Getting repairs services right is important. It is after all a key factor in boosting tenant satisfaction

The challenge

Some 60% of calls from tenants about repair work are made out-of-hours. That is exactly when contractors charge premium rates and have fewer staff. This is where SitexOrbis can help and save money.

The SitexOrbis helpline solution

For tenants dialling our helplines, the experience is just like calling their landlord, right from the greeting they receive.

The helplines are open 24/7 or on an out-of-hours basis by seamlessly switching across from a landlord's daytime service. They are also accessible to diverse communities through compatibility with Language Line and Type Talk.

Professional and cost-effective

› Seamless

Bespoke software enables operators to proceed just as if the landlord were responding

› Saves on unnecessary callouts

The use of landlords' protocols and a common sense approach filters out non-emergency work

› Finds the right warranty

Powerful databases inform operators about which warranties apply and which contractors to call

› Provides real-time reports

Internet reports keep landlords informed

"We are able to provide a seamless service 24 hours a day through SitexOrbis...There are many advantages and no disadvantages."

A SitexOrbis helpline user for many years



Our 24/7 services

Physical Security

- Sitex steel / Polymer screens
- Masterguard keyless door
- Security doors
- Emergency boarding
- Meter box / letter box covers
- Fencing and bollards
- Mobile site security patrols
- Risk assessments
- Bespoke security solutions
- eMAKS (electronically Managed Access Key Systems) **NEW SERVICE**
- Communal access doors

Monitored Alarms

- Temporary radio and GSM wireless intruder alarms
- Videofied alarm with visual verification **NEW SERVICE**
- 24/7 alarm monitoring and reporting
- Nationwide emergency response
- Battery powered up to 9 months battery life
- Sequential verification to reduce false alarms
- Alarm peripherals – PIRs, boiler tamper, smoke detectors, loop guard, water detectors, vibration sensors and sirens
- Remote access to arm/disarm

Regeneration

- Pre-demolition security steel screens 'Permascreen'
- Kitchen and bathroom strip outs
- Disconnection of services
- Removal of gas bottles and other dangerous goods
- Hazardous material disposal
- Demolition or repair work
- Property inspection
- Rubbish clearance, white goods removal

Clean & Clear

- Internal and external cleaning and clearance
- Specialist cleaning (e.g. body fluids and human waste removal)
- Removal of hazardous materials
- Drug den cleaning, needle sweeps
- Pest control and disinfection
- Fly-tipping and bulk waste removal
- Graffiti removal
- Landscaping work
- Licensed waste carrier
- Garden clearance and tidy
- Communal area cleaning
- Infection Control **NEW SERVICE**
- Mould Eradication **NEW SERVICE**

24/7 Response Centre

24/7 Call Handling and Resolution

- Bespoke repairs and maintenance service
- ASB support with live web reporting
- Accident and incident reporting
- Void property facilities management

24/7 Intelligent Alarm Monitoring

- LoneWorker Protection
- Social and welfare alarm monitoring
- CCTV monitoring
- Hosted access control
- Intruder alarm

One call, does it all...

08000 830 850

24/7 RESPONSE CENTRE

Email info@sitexorbis.com

Web www.sitexorbis.com



For bespoke services visit www.sitexorbis.com