

Fixflo

Getting Started with the Fixflo Contractor Marketplace

The easiest way to find reliable
electricians for on-demand EICRs

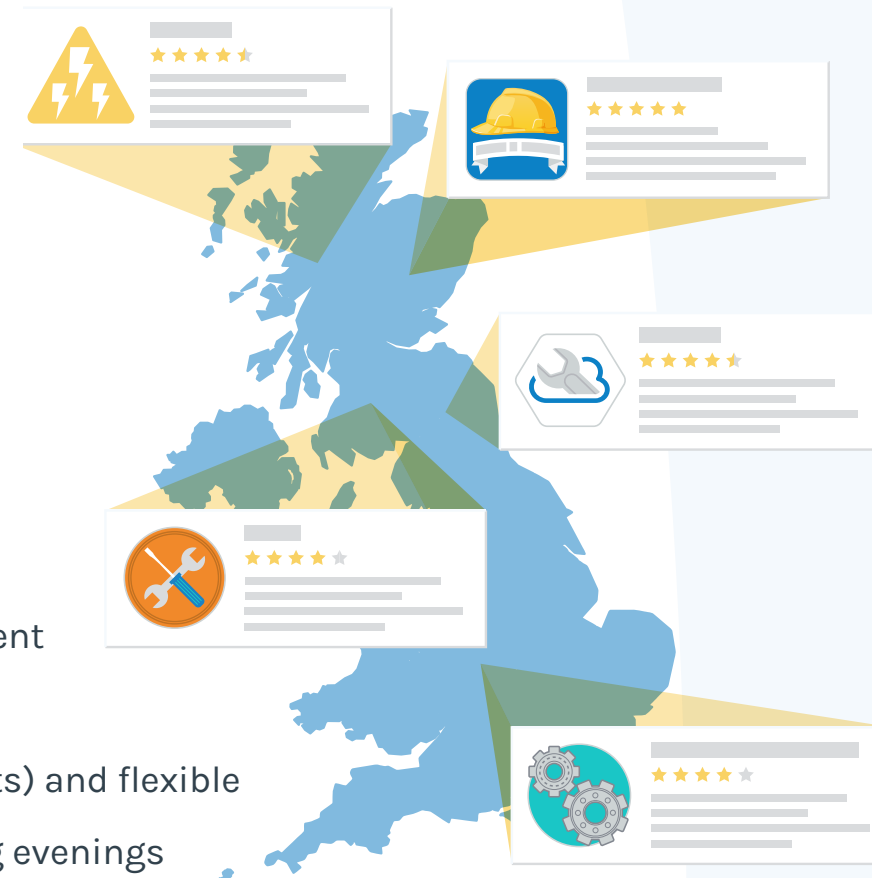
STEP BY STEP GUIDE



What is the contractor marketplace?

Exclusively for Fixflo users, the **contractor marketplace** allows users to source, instruct and award jobs to reliable and qualified contractors directly within their Fixflo system. Initially launched with an emergency contractor network for out-of-hours repairs, the contractor marketplace welcomed two EICR (Electrical Installation Condition Report) contractor networks in 2020 and will now supply electricians to properties across the UK.

Fixflo's EICR contractor networks offer transparent pricing, standard SLAs (service level agreements) and flexible appointments including evenings and weekends, making it easier than ever for property managers to ensure electrical safety in rented homes. Through the contractor marketplace (available in our Essential and Professional editions), you can access on-demand contractor networks free of charge; you will only pay for the services you use.



Who should read this guide?

This guide provides you with essential information about the Fixflo contractor marketplace so you can get started in a few simple steps. With new electrical safety regulations enforceable in England, this guide also offers technical tips to help you get the most out of the **Planned Maintenance module** (available in our Professional edition). Planned Maintenance is a powerful tool that can help you schedule recurring EICRs, store completed EICRs securely, monitor the compliance statuses of managed properties using a visual **Compliance Matrix** and so much more.

[New to Fixflo?](#)

[Book a Demo](#)

Why use the contractor marketplace for EICRs?



Gain instant access to reliable, qualified and insured electricians



Eliminate cash flow surprises for agents and landlords



Keep a secure audit trail of EICRs for your next assessment



Manage works orders & invoices within your Fixflo system



Get a new EICR completed in 5 days or less with standard SLAs



Securely share occupier data in line with the GDPR



Pay fixed and affordable rates for on-demand jobs



Have peace of mind knowing that serious electrical risks (C1) are remedied



Automate compliance tracking and ensure nothing slips through the cracks

Get started today

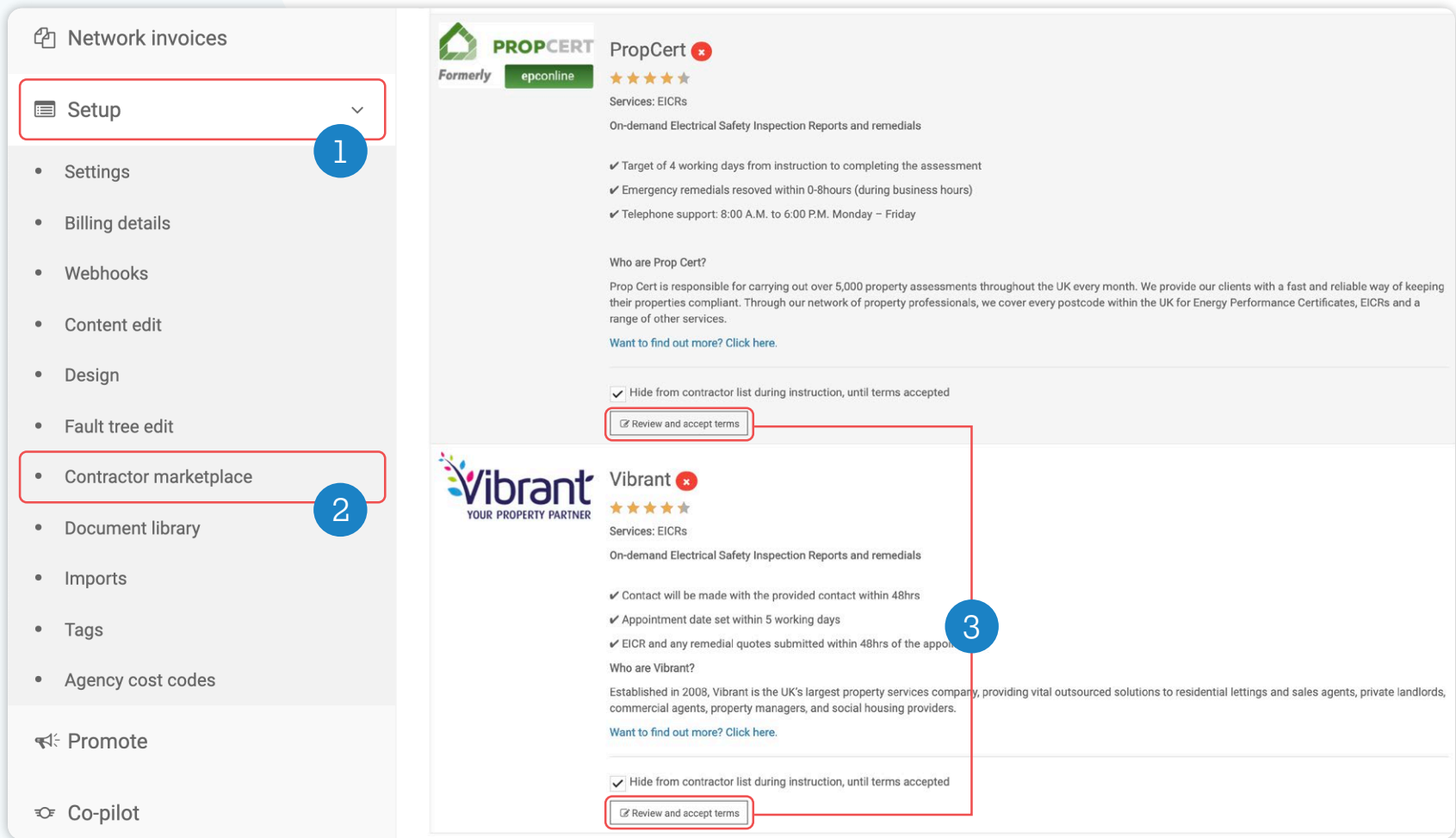
Using the Fixflo contractor marketplace for EICRs

Get Started in 3 Easy Steps

- 1 Enable EICR contractor networks on your Fixflo system
- 2 Instruct an EICR to a contractor network
- 3 Accept or decline a quote for remedial works (if applicable)

1 Enable EICR contractor networks on your Fixflo system

1. Log in to Fixflo and select **'Setup'**
2. Select **'Contractor Marketplace'** on the dropdown
3. A number of contractor marketplace options will appear, you just need to approve the T&Cs for your chosen provider. To continue, select **'Review and accept terms'** for Prop Cert and/or Vibrant.



4. The below pop up will appear with a link to the terms & conditions and SLA. If you are happy to accept the terms, please select **‘Accept’**.

Accept terms

PROPCERT TERMS AND CONDITIONS

We'd like to thank you for choosing to use Propcert to carry out your EICRs.

You should read the full terms and conditions carefully as they set out what you can expect from us when we provide services at your property.

Our full terms and conditions [can be found here](#).

The current Propcert rate card [can be viewed here](#).

Our SLAs are explained [in this document](#).

You may contact us by calling our helpline on 0203 011 0613.

Cancel

Accept

5. You will now be able to instruct EICR works to your chosen EICR provider.

2 Instruct an EICR to a contractor network

Instructing works to the contractor marketplace is simple and similar to how you would instruct your own contractors. Please follow the steps below to set up an EICR issue. Then you can instruct works to an EICR contractor network of your choice.

1. To start, you will need to raise an EICR issue from Fixflo. To do so, log in to Fixflo and select, **‘Create an issue’** > **‘Enter as you go’**.

Fixflo

✉

📍

🔔

💬

Jess Dubey

Agent

⋮

Dashboard

+ Create issue

▼

• Enter as you go

• Without a reporting occupier

• Create on behalf of

• Send issue creation link

• From another issue

• Batch create issues

Issues

▼

2. Next, select **'Planned works'** and then choose **'Electrical - EICR'** from the options listed and add any relevant details.

The screenshot shows the 'Report an issue' form. The first step is 'What is the problem?'. Below this, there is a search bar and a grid of icons representing different types of issues. The 'Planned works' icon is highlighted with a red box. A red arrow points from this icon to a dropdown menu that lists 'Boiler Check', 'Electrical - EICR' (highlighted with a red box), and 'EPC'.

3. Proceed and add the relevant property address.

4. Next, under **'Report without an associated occupier'** select **'yes'**. If you would like to include the occupier's information here, you can also add this at this stage.

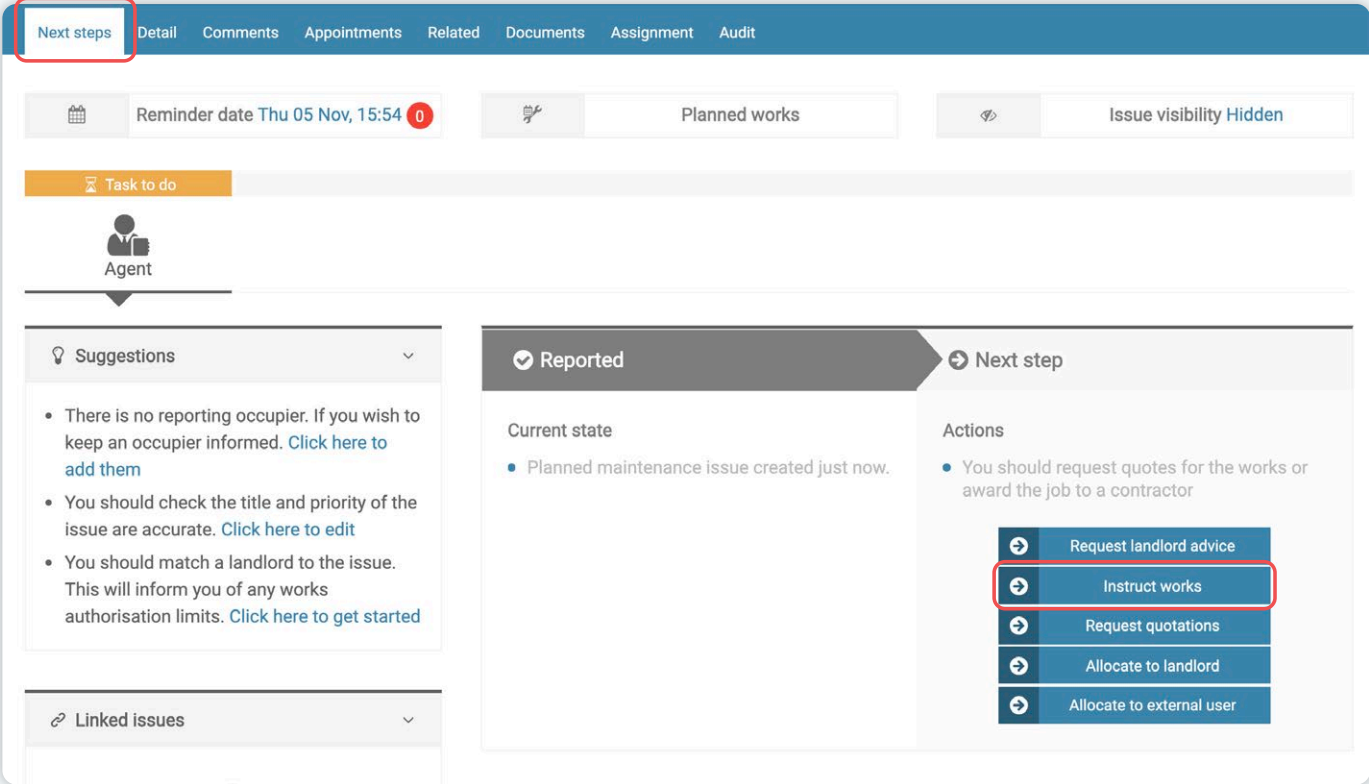
The screenshot shows the 'The occupier's contact details' form. The first question is 'Report without an associated occupier', with 'Yes' selected (indicated by a red box). Below this, there is a section titled 'No reporting occupier' with the text 'You are about to raise an issue against a property without a reporting occupier'. At the bottom, there are 'Back' and 'Next' buttons.

5. Add any other relevant information and select **'Submit issue'**.

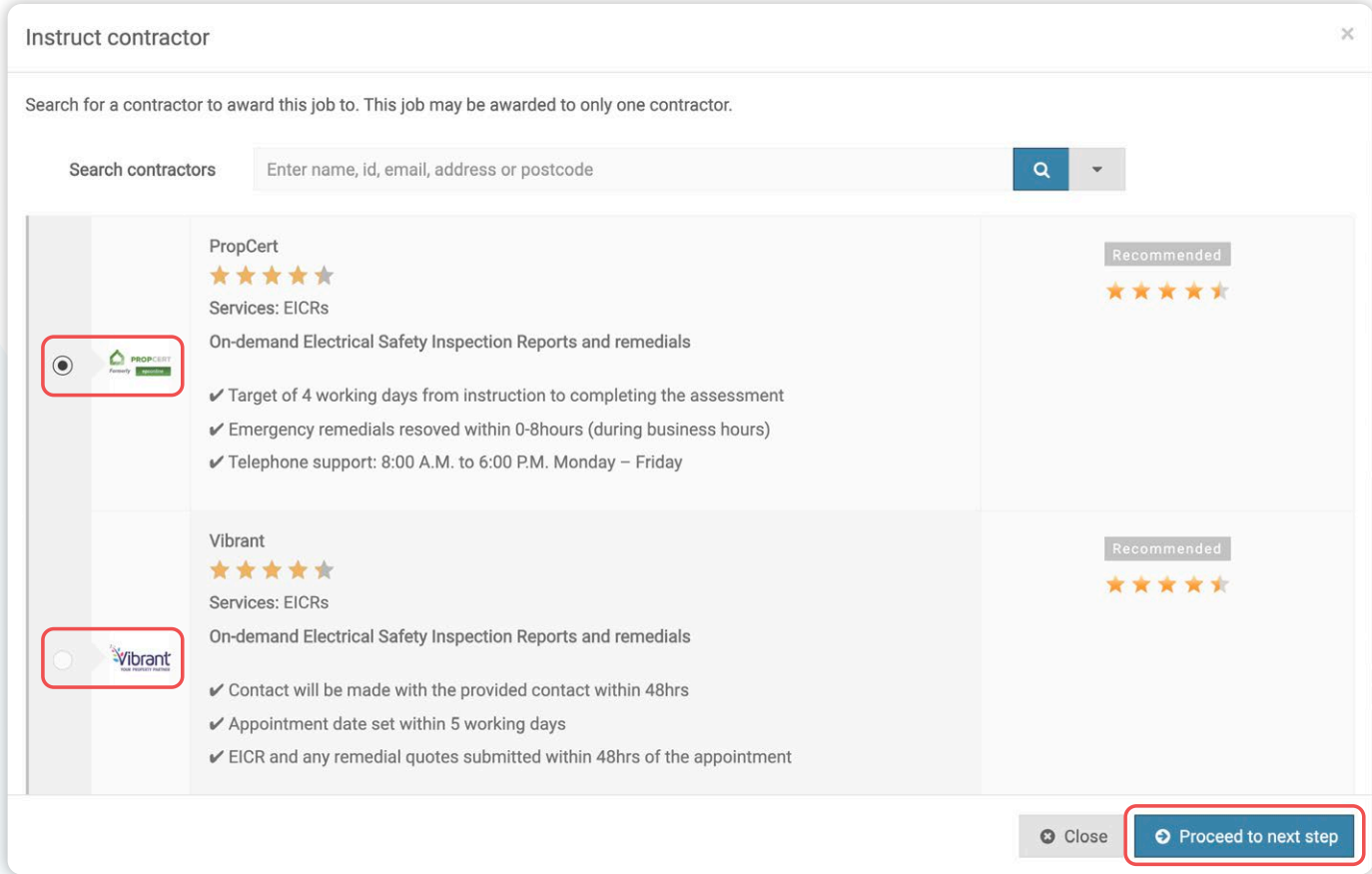
The screenshot shows a button labeled 'Submit Issue' with an envelope icon, highlighted with a red box. To its left is a 'Back' button.

6. You should now be automatically redirected to the created issue.

7. Next, under the **'Next steps'** tab, select **'Instruct works'**.



8. All you have to do now is proceed to the next page and select the contractor network of your choice.



9. You will now be directed to a page containing the contractor network rates, please ensure that you are happy with the rates provided. Please leave the works pre-authorisation limit at the default amount. Click **‘accept’** to instruct the works.

Back Search issues

PropCert
Formerly epconline

PropCert ★★★★★
Services: EICRs
On-demand Electrical Safety Inspection Reports and remedials

- ✓ Target of 4 working days from instruction to completing the assessment
- ✓ Emergency remedials resolved within 0-8hours (during business hours)
- ✓ Telephone support: 8:00 A.M. to 6:00 P.M. Monday – Friday

Rate card: EICR

Rates: Trade: EICR
Fee: Call out Fee (inc. all travel and first hour on site) £156.00.
Abortive fee: £60.00
Note: The contractor will contact the tenant to arrange access. The abortive fee is chargeable if the tenant is not present or able to grant the tenant access to the source of the issue. At least one tenant present must be over 18.
Minimum works authorisation limit: £250.00

Works authorisation limit: £ 250.00

Payment terms: Payment will be due on date of invoice

Access: The occupier MUST be present at the property. The contractor will not collect keys from the managing agent.

✓ Accept

10. Once instructed, the contractor network will arrange for works to be completed. They will keep you updated using the **comments** section.
11. Once works are completed, they will attach the relevant documents or quote for any further works.

3 Accept or decline a quote for remedial works (if applicable)

The contractor network will call you on the day for permission to complete the works there and then. However, if this is not possible, they will quote for further works via Fixflo. You will receive an email notification when a remedial quote is submitted. Simply log in to Fixflo, navigate to the corresponding issue to **accept or decline the quotation submitted for the remedial works**, as you would with any other contractor’s quote.

1. Log in to Fixflo.
2. Search for the issue number.
3. Click **‘review quotes’**.
4. If you are happy with the quote click **‘Award job’**, complete the relevant information and select **‘Instruct job’**.

If you wish to decline the quote, please select the **‘actions’** box and then click **‘Reject quote’**. The contractor network will then upload an EICR certificate with the relevant failures within 48 hours.

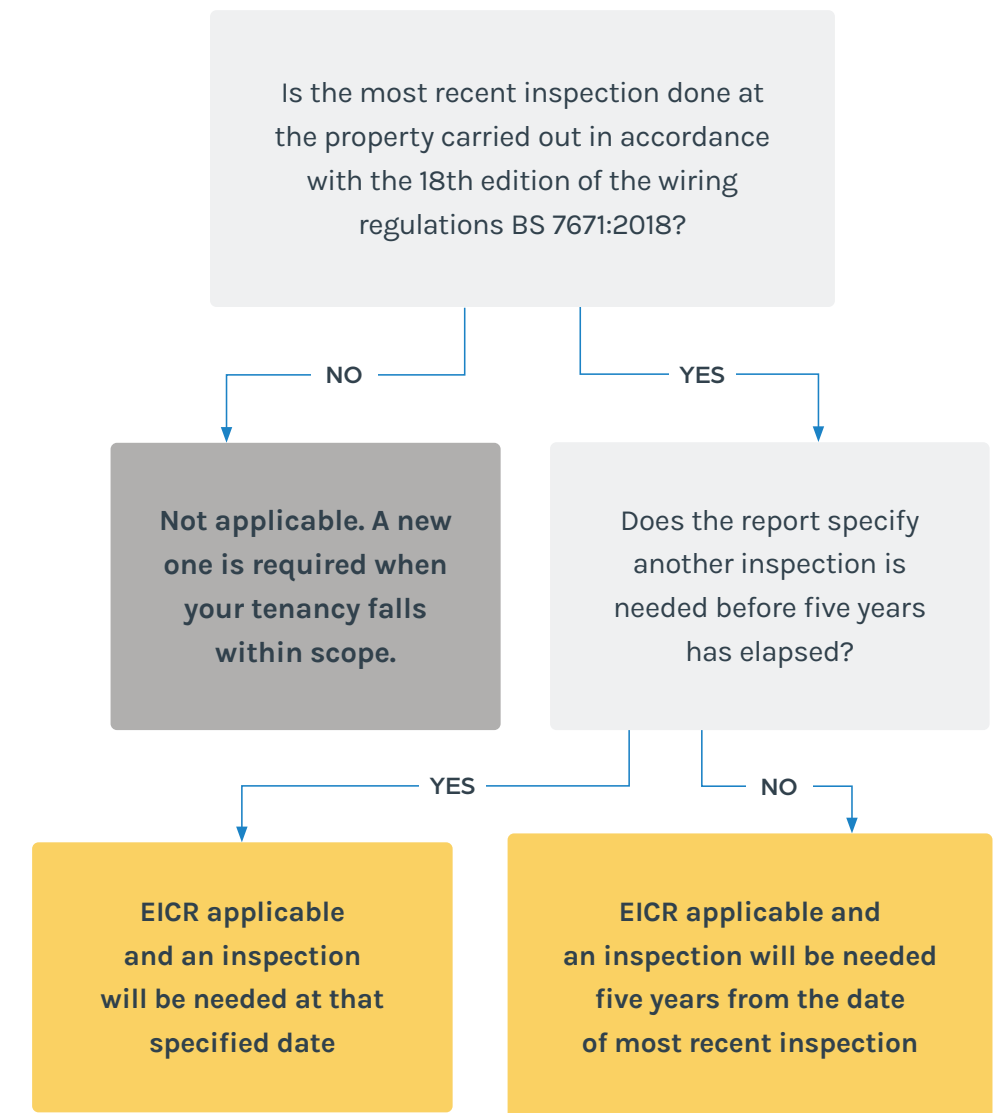
Electrical safety standards in England

The new [Electrical Safety Standards in the Private Rented Sector Regulations 2020](#) came into force on 1 June 2020 and apply to all new tenancies from 1 July 2020 and all existing tenancies from 1 April 2021.

As a landlord or agent, when your tenancy falls within the scope of the new regulations, you must:

- Have the electrical installations in your properties inspected and tested by a person who is qualified and competent, at least every five years.
- The Electrical Installation Condition Report or EICR should include the results of the inspection and test and the date of the next inspection and test.
- Provide a copy of that report to your tenants, and to the local authority when requested.
 - New tenants should be provided with a copy of the report before they move in;
 - You must supply a copy of the report to each existing tenant at the property within 28 calendar days of the inspection and test; and
 - Prospective tenants can make a request in writing for the report and you must supply a copy of the report within 28 calendar days of the request.
- Carry out the required investigative or remedial works.

Is your existing EICR certificate applicable for the new regulations?



A quick guide to Fixflo's Planned Maintenance module

Fixflo has a robust Planned Maintenance module designed for compliance automation. By automating this process, you can ensure that contractors are always instructed ahead of time, mitigating risks for your agency business and your landlords. Fixflo also retains the reports against each property so the next contractor can easily access them years later.



Get Started in 3 Easy Steps

1

Review and amend the EICR template

2

Apply the EICR template to your portfolio

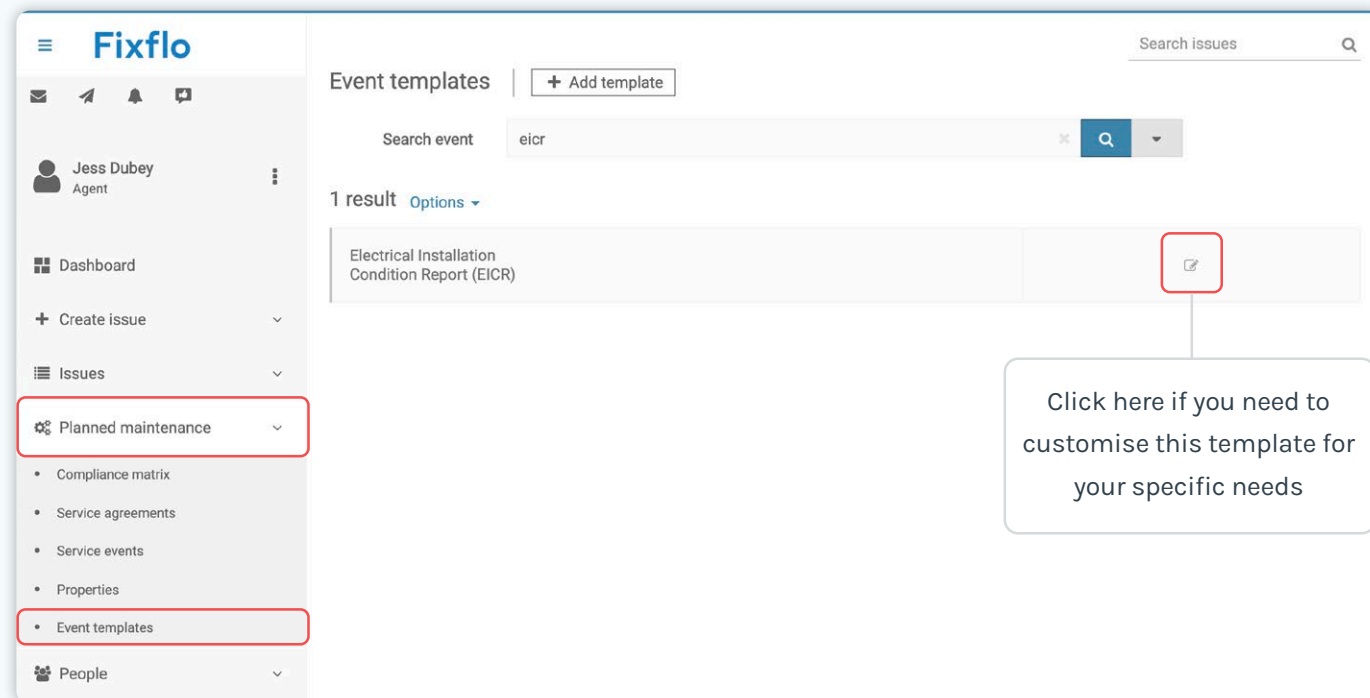
3

Monitor your compliance status using the compliance matrix

1 Review and amend the EICR template

To set up your EICRs on Planned Maintenance, select the Planned Maintenance module and choose the **‘Electrical Installation Condition Report (EICR)’ template**.

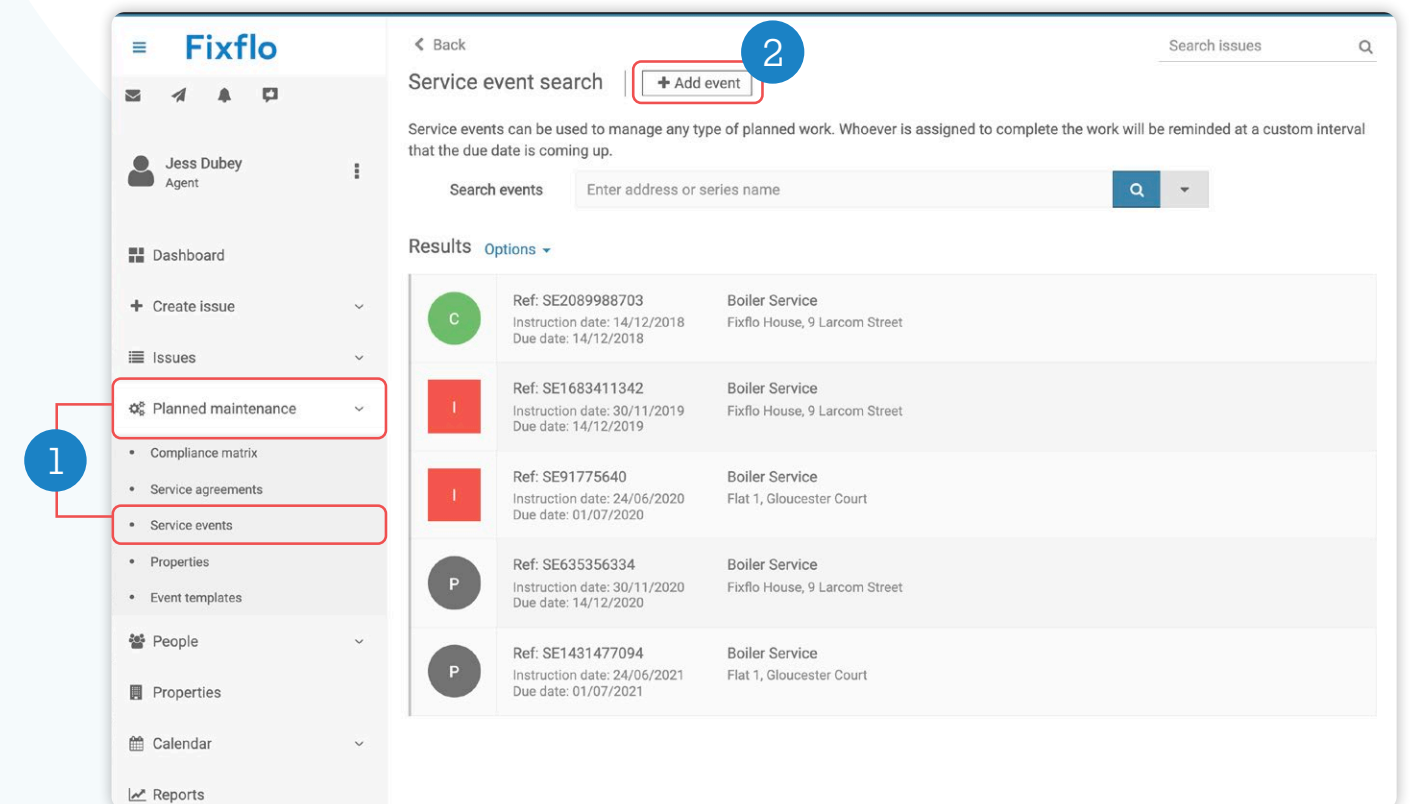
By default, we’ve set the recurring service event to repeat every five years, in line with regulation. A new EICR service event will be created 7 days in advance by default and you can customise this to suit your specific needs. Save any changes made to the template.



2 Apply the EICR template to your portfolio

Next, all you have to do is apply the EICR template to your rental properties and the planned maintenance service event will be created every five years.

1. Select **‘Service events’** under the Planned Maintenance tab
2. Next, select **‘Add event’** at the top of the page.



← Back

Search issues

Q

Add event

Event template

Electrical Installation Condition Report (EICR) ▼

Event name

Electrical Installation Condition Report (EICR)

Properties

Please select a property ▼

Cost code

Last completed date

Works due by

Service agreement

Please select an agreement ▼

Assigned agent

Enter the agent name ▼
Agent assigned to manage the planned maintenance issue

Instruct contractor

Enter the contractor name ▼
Contractor who will be instructed to complete the planned maintenance issue

Requires review

☒ Yes ☐ No
If no reviewer is required then the service event will be marked as closed once the last issue associated with it is closed

Reviewing agent

Enter the agent name ▼
Notify agent on review, if no agent is selected the agent assigned to the issue will be notified.

Instruction interval

7 Days ▼
How far in advance of the due date to create an issue for the work

Instruction date

Instruction notes

Please arrange to conduct this planned service event. Provide written evidence of all servicing and if applicable, please submit written quotations for any and all remedial issues identified.

This is a statement of the works you require from the contractor

Repeat

☒ 5 Years ▼ Until

✓ Save

3. Choose your EICR template from the **‘Event template’** dropdown
4. Select your properties using the property search tab, if your properties have different dates you will need to add a separate event for each
5. Prop Cert and Vibrant are not available under the **‘instruct contractor’** dropdown, please leave this blank as you can manually instruct works to your chosen provider when the issue is raised.
6. Complete the rest of the form with any relevant data and click **‘save’**

When applying the EICR template to a rental property, you can enable the **‘Review’** requirement. With this on, an agent will be reminded to review the assessment report and any notes made after the contractor completes their job. This is a key step to ensure recommended remedial actions are taken in a timely fashion. All remedial works will be stored against the specific property record and service event for audit purposes.

3

Monitor your compliance status using the compliance matrix

Now that you have applied the EICR template to your portfolio, you can review the compliance statuses of your properties effortlessly in the future. To audit the compliance status of your entire portfolio, you can use the **Compliance Matrix**. You can use filters such as *compliance status*, *property manager* or *landlord* to drill down on specific portfolios. This is highly useful when performing a compliance audit. You can easily see which properties will need to have their EICRs done and plan the service events ahead of time.

Fixflo

Will Agent

Dashboard

Create issue

Issues

Planned maintenance

Compliance matrix

Service agreements

Service events

Properties

Event templates

People

Properties

Calendar

Reports

Network invoices

Back

Search issues

Compliance matrix

Search events

Enter event type

Service events

Has

(Any pending)

Export as csv

| | Compliant % | Boiler Service | Electrical Safety Standards (ESS) | EPC | Gas safety certificate (CP12) only | Legionnaires Certificate | Electrical Installation Condition... | |
|---|-------------|----------------|-----------------------------------|-----|------------------------------------|--------------------------|--------------------------------------|--|
| 124 Hubert Road, Selly Oak, BIRMINGHAM, B29 6ER | 100% | | | | | | | |
| 15 High Street, CAMBERLEY, GU15 3RB | 50% | | | | | | | |
| 18 Marcia Road, LONDON, SE1 5XF | 100% | | | | | | | |
| 1b Exeter Road, BIRMINGHAM, B29 6EU | 0% | | | | | | | |
| 20 Marcia Road, LONDON, SE1 5XF | 100% | | | | | | | |
| 22 Marcia Road, London, SE1 5XF | 100% | | | | | | | |
| 3 Broughton Road, Fulham, LONDON, SW6 2LE | 75% | | | | | | | |
| 3 Broughton Road, LONDON, SW6 2LE | 75% | | | | | | | |
| 3a Exeter Road, BIRMINGHAM, B29 6EU | 100% | | | | | | | |
| 40 Marcia Road, LONDON, SE1 5XF | 100% | | | | | | | |
| + Add a new property | | | | | | | | |

About our EICR contractor networks



Prop Cert is a nationwide provider of property services is responsible for carrying out over 10,000 property assessments throughout the UK every month. They provide their clients with a fast and reliable way of keeping their properties compliant. Through our network of property professionals, we cover every postcode within the UK for Energy Performance Certificates, EICRs and a range of other services.



Established in 2008, Vibrant is the UK’s largest property services company, providing vital outsourced solutions to residential lettings and sales agents, private landlords, commercial agents, property managers, and social housing providers. Vibrant’s expert qualified contractors are located within 15 miles of every UK postcode and undertake in excess of 120,000 instructions each year.



Pricing information

Fees charged by Fixflo’s contractor networks are fixed and fully transparent. All contractor network invoices are submitted through Fixflo within 7 days so you can easily manage your payment cycles.

Just like your own contractors, Fixflo’s contractor networks will upload invoices to your Fixflo system for payment. You can then make payment as per the terms of the invoice.

Useful links

- [Prop Cert’s price list](#)
- [Vibrant’s price list](#)

| | | |
|---|---|---|
| Electrical Installation | £130 + VAT* | £145 + VAT outside M25 |
| Condition Report (EICR) | | £170 + VAT inside M25 |
| Abortive fee | £50 + VAT** | 50%** |
| Key collection | Free when keys are within 15 minutes’ drive of the property £20 + VAT per additional 15 minutes’ drive | Free when keys are within 15 miles of the property 30p per additional mile |
| Pre-authorisation limit for C1 remedial works | £250 + VAT | £250 + VAT |

**Residential properties with 1 fuse board and a maximum of 10 circuits. £100 + VAT per each additional fuse board*

#Covers max 10 items. Additional Items charged at £3 per item

***Charged only if an electrician is called out but cannot access the property through no fault of theirs (e.g. occupier is not in to let them in as stated)*

Service standards

Fixflo's contractor networks adhere to standard SLAs to ensure a consistent, high-quality service is achieved every time. A summary of these are outlined below and you can review the [full SLAs for Prop Cert and Vibrant](#).

Prop Cert's SLAs for EICRs

- Prop Cert will make contact within **24 hours** of a new instruction
- Prop Cert will attend most appointments within **3 working days** subject to access
- Prop Cert will upload the completed EICR and quotes for any remedial works to Fixflo within **48 hours** of the initial appointment
- If remedial works are awarded, Prop Cert will upload an EICR within **48 hours** of the job completion

Prop Cert's SLAs for remedial works

- Prop Cert will complete any additional necessary works up to £120 + VAT on top of the normal EICR rate during the initial appointment. If additional works are more than £120+ VAT (which exceeds the £250 authorisation limit) then the contractor will call to ask for permission to complete necessary works whilst at the property.
- Remedial quotes are valid for 28 days
- After the remedial quote is accepted, Prop Cert will time their return to the property depending on the severity of the works that are required. 0-8 hours for C1, 48 hrs for C2, 5 days for C3
- Once remedial work is completed, the EICR will be uploaded to Fixflo within 48 hours.

Vibrant's SLAs for EICRs

- Vibrant will make contact within **48 hours** of a new instruction
- Vibrant will attend most appointments within **5 days** subject to access
- Vibrant will upload the completed EICR and quotes for any remedial works to Fixflo within **48 hours** of the initial appointment
- If remedial works are awarded, Vibrant will upload an EICR within **48 hours** of the job completion

Get in touch with us today!

+44 (0)20 7183 1222

sales@fixflo.com

www.fixflo.com

Vibrant's SLAs for remedial works

- Vibrant will complete any additional necessary works up to £100 + VAT on top of the normal EICR rate during the initial appointment. If additional works are more than £100+ VAT then the contractor will call to ask for permission to complete necessary works whilst at the property.
- If the job cannot be completed on the day, then the resulting quotes will be added to Fixflo within 48hrs of the appointment.
- Remedial quotes are valid for 28 days
- You can then choose to accept or decline the quote. If you decline the quote you will be provided with the EICR, which will include the failures.
- If you accept the quote, then Vibrant will visit the property again within 5 days. Please note that key collection charges will remain for any subsequent visits.
- Once remedial works have been completed an EICR will be uploaded to Fixflo within 48 hours.

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