

To Clergy in Diocesan Properties

2 February 2022

Dear all

Reporting Property Repairs via Fixflo

We know that living in diocesan housing is often not as simple as living in your own house. Whilst there are some real benefits, it can also be very frustrating when trying to sort things out that need fixing.

We are determined to do our best for you in making sure that repairs are carried out in a timely and professional manner. To help support this we need to make changes to how requests are made and this is where we need your help.

At present issues can be raised in a wide variety of ways including email, phone and telling your Archdeacon. All of these channels require monitoring and then often passing onto the relevant person who can instigate action. When they work, they work well and many of you will have had positive experiences of prompt action. But the problem with this approach is there is no back up if someone is off work, or is dealing with another equally urgent matter. As a result things can get missed and jobs can get left.

To address this potential failure we need a better system to see all the requests and prioritise them accordingly, making they all get completed in a timely manner. This is not a unique problem, and is one other organisations managing large property portfolios have faced.

Having looked at possible solutions we have decided to implement a system called Fixflo. This is an online reporting tool that is used by a wide number of organisations across the UK in managing property portfolios. It allows occupants to submit information, photos, and videos of repairs that are required via a web portal. We started trialling the system in the Bradford Episcopal Area last year and those that have been using it have told us that the system is really easy to use. So we are now rolling it out across the rest of the Diocese.

You can access the system via the property page on our website but also directly through this link <https://dioceseofleeds.fixflo.com/Auth/HomelssueCreate>. There is no requirement to create an account and it is very quick and easy to report any issues.

In order for this improvement to work we need to close the other reporting channels. If we leave those open then we will compound the current issues we all face. The new system is now live and from 1 March 2022 we will not respond to any repair requests unless initially submitted via FixFlo. Other methods should only be as a means of escalation if action/contact does not subsequently take place.

There will inevitably be some teething issues but we are hoping that the extensive pilot we have undertaken means we have ironed a number of these out. We remain committed to doing our best to support you, and in return your patience with the Property Team is massively appreciated. Attached are some user guides that you may find helpful, further information is available on the Diocesan website at: <https://www.leeds.anglican.org/property>

If you wish to discuss this letter, or any of its contents, please do not hesitate to contact me or the Property Team listed on the website via the following link:
<https://www.leeds.anglican.org/property/meet-the-team>

Best wishes

A handwritten signature in black ink, appearing to read 'Jonathan Wood', written in a cursive style.

Jonathan Wood
Chief Executive (Diocesan Secretary)

cc:

Geoff Park – Chief Finance Officer

John Knox – Head of Property

Archdeacons

Enc:

Fixflo User Guides