



RESIDENT PROPERTY SOFTWARE

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# MAINTENANCE TICKETING MODULE

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ESSENTIAL INFORMATION

[www.resident.uk.com](http://www.resident.uk.com)

# FUNCTIONALITIES

## Integration with Resident

- Once ticket is submitted through leaseholder/director portal or emailed the system will match email address against those in the system and then assign issue to block's Property Manager;
- Works Orders and Tasks can be created from the ticket and will stay permanently linked to it. After updating any of those Tasks or Works Orders you will be prompted to update the ticket.

**Capability to create and assign customisable tags to each ticket. Filter by tag for keywords such as insurance or presale or S20.**

**New option on Leaseholder and Director dashboard to report Maintenance issues.**

## Two way Messaging system

- Leaseholders can now reply to tickets directly from their inbox without a need to log in anywhere.
- Capability to reply to multiple recipients including custom emails not recorded in the system.

**Merging multiple tickets and replying to everyone at once which allows to reduce the number of issues.**

**All messages sent from ticketing will contain a signature with your Agency details and logo.**

**MORE INFO**

[hello@resident.uk.com](mailto:hello@resident.uk.com)

**SIGN UP**

[resident.uk.com/ticketing](https://resident.uk.com/ticketing)

## Set of reminders and notification which can also be configured or disabled if needed

- Notifications: Ticket creation (one for Admin and one for Submitter); Assign Notifications (for Agent); Reply Notification (for Agent assigned to responded ticket)
- Reminders: Daily- Not Actioned tickets (for Agent), Daily - Not Assigned tickets (to Admin), Weekly- not Resolved tickets (to Agent and Admin)

**ALL OF ABOVE AND ANY RELATED FUTURE IMPROVEMENTS (WHICH WE CANNOT WAIT TO INTRODUCE) COME FOR ONLY £97.20 INCL. VAT/MONTH**

## What happens after purchase:

- You will be given a list of detailed articles and videos guiding you on every aspect of ticketing.
- We will set up for you an email address: 'YourAgencyName@resident.uk.com' which will be sending all the messages from the system. If you already have an email address for maintenance reporting simply set it up on auto-forward to your new ticketing email.
- Users of your choice will be given a ticket Admin role - they will see all tickets and have access to tickets' Settings
- Your admins will be advised to review Notifications and Reminders to make sure you are happy with their content

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