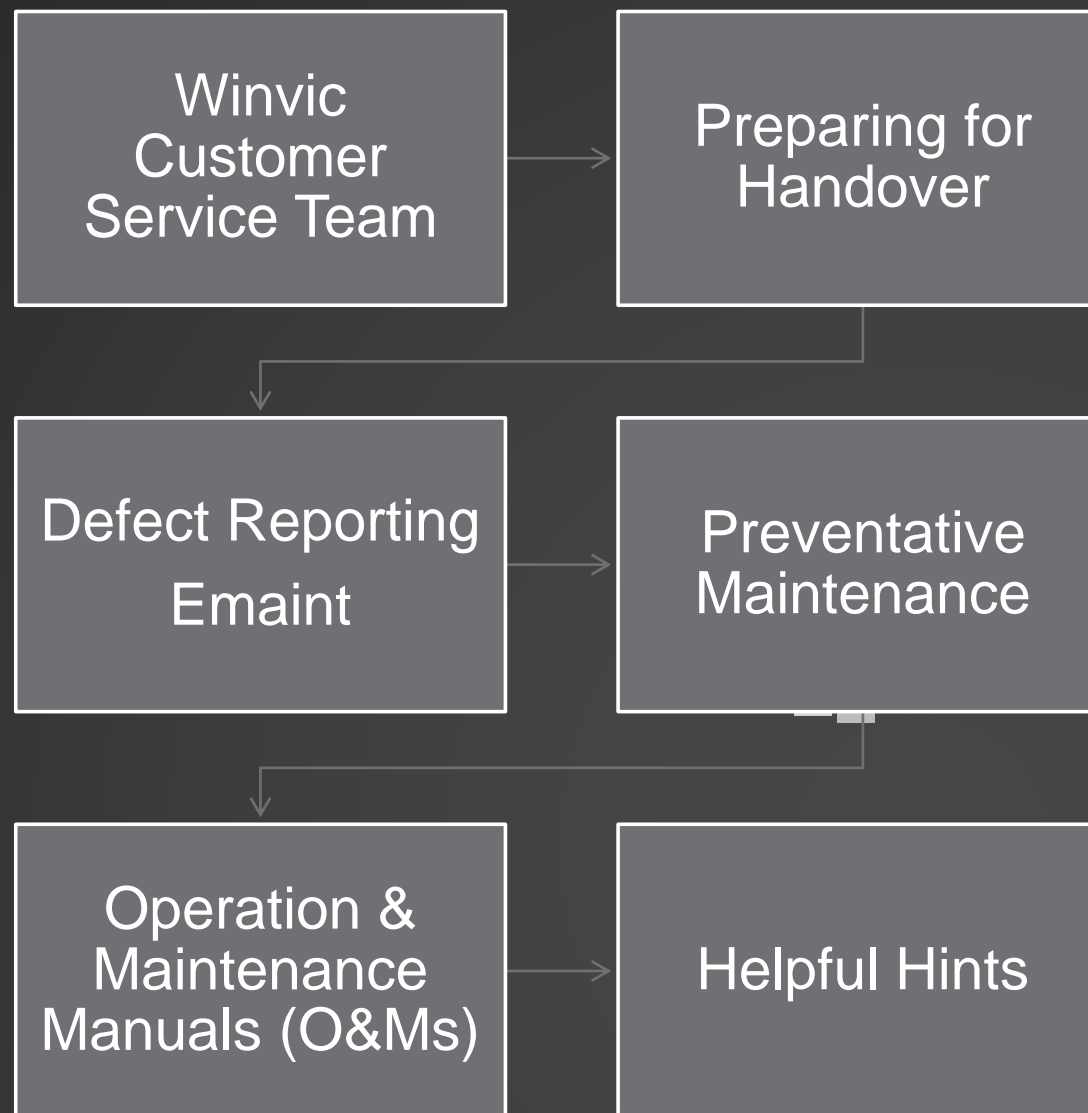


winvic



Introduction to Aftercare



Customer Service Team

Winvic Customer Service Team has over 42 years of experience in front line customer facing service within the construction, maintenance and engineering industry.



Our aim is to drive loyalty along the customer journey, analysing defects, trends and capturing the voice of our customers for continuous improvement.



We will work with you to ensure defects are tracked and closed out in a timely manner, ensuring you and your team receive regular updates.



Becky Morgan

Senior Customer Service Manager

Becky manages and oversees the whole defect process and customer journey for Multi Room.

She works closely with our partner Healthy Estates Facilities Management (HEFM) and Winvic Sub Contractors reviewing the service delivery.



Laura Harper

Customer Service Manager

Laura is responsible for overseeing projects for Multi Room and works in partnership with Healthy Estates Facilities Management and contractors.

She remains with her projects for the duration of the defect liability period until Make Good Defect Certificate is achieved.

Customer Service Team Support

Healthy Estates Facilities Management Ltd (HEFM) and Winvic collaborated in 2020 providing a tailor-made service for our customers.

HEFM provide a 24/7 Helpdesk to acknowledge and allocate emergency defects, striving to react quickly and efficiently.



Sally

Account Manager



Caroline

Assistant Account Manager

Preparing for Practical Completion

Prior to the Girl Guides building handing over it will be checked by Winvic teams, involving our clients, this is called **‘snagging’**.

The Project Team from Winvic are responsible for closing snags for sign off

Winvic Customer Services will help and coach Girl Guide team to understand the building and offer guidance to maintain the assets.



After Practical Completion, defect notifications will be dealt with by Winvic Customer Service in partnership with HEFM.

Our aim is to work closely with you to resolve reported defects within the agreed timescales.

The Customer Service Manager will arrange to meet with you at regular intervals to ensure the defects are closed out to everyone's satisfaction.



winvic

EMAINT Defect Reporting

HEFM facilitate the EMAINT Portal and monitor progress with Winvic sub-contractors to ensure you receive regular updates. Emaint allows one form of communication and accessible to all members in your team.

EMAINT Portal Access: Your team will receive a log in code and Winvic Customer Service will provide face to face training and guidance on how to use the system affectively.

EMAINT will provide you with updates, including scheduled appointments, communication with contractors and progress.

EMAINT Portal web link

<https://x31.emaint.com>



Welcome to eMaint X4

Please enter your Login Id and Password to enter

User ID or Email

Password

LOG IN

[Forgot Password?](#)



winvic

24-7 EMERGENCY REPORTING

In the event of an emergency defect, we recommend that as a duty of care the responsible person ensures that areas are made safe to prevent risk and damage.

ALWAYS CALL FIRST to ensure HEFM can arrange a quick response.

Electrical & Mechanical Defects

HEALTHY ESTATES FACILITIES MANAGEMENT

0333 996 0888

Please check EMAINT for updates on progress



Maintaining your Building

It is the responsibility of the occupier to co-ordinate and evaluate any recommendations made with the manuals to establish a planned maintenance programme and statutory requirements.

The Aftercare Plan provided is not intend to conflict with or preclude any statutory or standard maintenance programme, practices or procedures established. It is essential that Risk Assessments are undertaken by the occupier for all aspects of cleaning and maintenance in accordance with the HSE statutory requirements.

Winvic Customer Service Manager will provide guidance and useful information for key areas.



Trade	Maintained/Service Type	Daily	Weekly	Monthly	3 Monthly	6 Monthly	9 monthly	12 Monthly	2 - 5 Yearly	Type	Requirments	Guidance Notes
ELECTRICAL	FIRE SIGNAGE ILLUMINATED		✓	✓				✓		Documented	Full service & Operation check	Daily - weekly visual checks. Check housing for damage, conduct push test for 30 seconds, check lamps are illuminated in the correct direction. Monthly maintenance log testing / push button testing / check for lamp replacement / PC Board voltage / check and clean battery terminals by competent persons.
ELECTRICAL	ACCESIBLE ALARM (DDA)			✓				✓		Documented	Full service & Operation check	Weekly call point test - Risk assessments Monthly, on the 3rd Thursday and/or Friday of each month. A test to see if the emergency alarm pull-cord in Accessible Toilets, associated alarm systems and fire refuge point alarm systems are functioning correctly



- **Trouble shooting:** all O&M guides contain trouble shooting guides, always check this first and watch relevant recorded training before reporting a defect. This will prevent unnecessary recharges of which can prove costly.
- **Basic maintenance:** keep a stock of silicone based lubricant (PTFE based) – this repels water and essential for ironmongery / window and door components for frequent maintenance.
- **Spares:** we recommend a basic supply of spares is stored on site in the event of emergency. If you have not paid in the contract to have spares on site we can request a contractor quote for a basic supply.
- **Shrinkage:** shrinkage crack guide 2mm or above. For the avoidance of doubt, cracking in plastered and lined walls definition , ceilings and floors not exceeding 2mm in width shall not itself be considered to be a defect requiring more than cosmetic rectification.
- Registration of appliances.

Questions & Answers

