
Service process description

Service Name: **Plumbing**

Service Manager: The service manager is responsible for taking responsibility for all plumbing projects posted. Once a homeowner has been vetted and the problem has been identified as a plumbing issue, notification of the posting will be sent to the service manager. The service manager will be responsible for Coaching all plumbing projects. As the Coach, the service manager will utilize their available resources to have the problem assessed and a plan of action for resolving the problem determined. That plan will utilize the available resources of handymen and/or professionals, as appropriate. The service manager may also engage a professional to help with or make the assessment if they deemed that to be necessary. This service requires a manager with handyman knowledge of plumbing or a professional from the plumbing industry.

Description: The plumbing issues we address are commonly in two categories: those addressable by handymen; and, those that require professional help. Typical problems encountered are non- or poor functioning toilets, leaky or non-functional faucets, leaky supply lines, leaky drain pipes and non-functional water heaters.

The handymen will address relatively straightforward issues such as leaks in and around tubs, sinks, faucets and toilets.

We will utilize professionals for drainage issues, leaks in walls and more serious issues that are assessed to be beyond that which a handyman can address.

We don't do these things:

Major re-plumbing of water or sewage

How we do each step of the process:

Phone call: Our call takers will contact the homeowner vet them and try to determine as much detail about the problem as possible. They will do their best to explain our capabilities and constraints. They will record all of this information on the website tool for use by the Service Manager.

Assessment: This will be conducted by the Service Manager or one of his available resources. It is expected that the majority of plumbing jobs, if not all, will need an assessment due to the fact that plumbing problems, while similar, all have unique aspects. The expectation is that the assessment

will fall into 3 categories: too complex or major and beyond our capabilities; addressable by our skilled handymen; or, needs to be referred to a professional.

Plan and Schedule: Assign work to appropriate handyman or professional passing on all relevant information. Coordinate between client and handyman/pro on time and place to address the issue.

Execute: Handyman or pro executes work.

Close: Handyman or pro passes on any relevant information regarding completion of the job to the Service Manager. When a pro does the work, the Service Manager will pay the professional or coordinate with the Director of Operations for payment. The Service Manager will then status the project as Complete including any relevant information regarding the job on the website.

Service Resources

Professionals

Brian Quails

Hope Plumbing

A1 Ray's Sewer and Drain (drainage issues only)

Handyman

Keller

Withey

Hawkins

Jones

Magnitude of Service

In 2016 we completed 85 projects.