

## **Subcontractors – Clixifix**

All works after initial snagging which is done by site will be issued to subcontractor via the Clixifix system.

### **Information we need to set an account up:-**

**Company Name**

**Address**

**Tel:-**

**Email Address for person responsible for customer care within their business**

Ascent will set up subcontractor account and an email is sent to the address that they provided to notify that the account needs to be activated.

Subcontractor clicks onto the link and sets a password that creates the account for future access.

Ascent Customer Care issue work ticket which generates an email to the subcontractor to say that a job has been issued to them. The ticket shows Address, homeowners details, contact number, details of job and required response time for works to be complete.

Subcontractor clicks on Reject or Accept.

When work is complete for the job subcontractor should email [customer care@ascent-homes.co.uk](mailto:customer care@ascent-homes.co.uk) stating job number and completion date.

Ascent Customer Care update and close job on Clixifix system.