



Home 3
Assistance



What we
offer your
customers

Get in touch

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**“We’ve listened to what
customers really want
from a home assistance
service – and built
Home 3 around them”**

Ron Gray, Managing Director, Home 3 Assistance

Think you know all about home assistance services? ...think again

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Home 3 Assistance delivers exactly what customers want from a home assistance service. That's a rapid response to their home emergencies, a guaranteed call-out time and work completed by a tradesman they can trust. Home 3 provides a unique three-way claims helpline that enables customers to report their problem, speak to one of our approved local tradespeople and arrange an appointment time – all in just one call.



Rest assured that your customers will be informed, involved and consulted – from the moment they call us

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What we do

Home assistance to the power of 3

Home 3 Assistance has created a truly consumer-centric proposition, which offers your customers more than any other home assistance service. Our services cover a broad spectrum of home assistance needs, from central heating breakdowns and burst water pipes to pest infestations and storm damage.

One call, three people, one solution

When your customer calls us with their urgent home repair requirement, they speak not only to our customer service agent but also to a skilled local tradesman who can resolve their problem. In just one call, the appointment time is confirmed and agreed between all three parties, giving your customer immediate reassurance.

Even if the repair is not covered by your customer's policy, we'll still help to resolve their problem by connecting them with an assured tradesman.

Customer satisfaction – guaranteed

Home 3 Assistance guarantees the agreed level of service provided by our approved tradespeople. With our comprehensive customer satisfaction programme, repairs are followed up to ensure quality workmanship is delivered and service levels are continuously improved.

What's more, our nationwide network of tradespeople means that your customers get the same high standards of support, wherever they are in the country.

Product categories

Coverage includes

Home 3 Water

Plumbing and drainage

Home 3 Energy

Gas boiler breakdown
Gas supply pipe
Electrical emergency
Central heating breakdown

Home 3 Emergency

Home emergency
Pest contamination
Total claims management

Home 3 Assistance

Arrange a trade
Central heating services

Our network of approved tradespeople means no more trawling through directories trying to decide who to call

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How it works

Flexible service built around your business

You will be able to create a bespoke package of Home 3 services to meet the specific needs of your customers. The product groups we offer are listed in the table opposite. The way you offer these services to customers is completely flexible. Our specialists will tailor a service package to suit your needs.

Professional, efficient customer service

We know that your customers don't want to be kept waiting when they need an urgent response to a home emergency. That's why we have devised our unique three-way helpline, which gives them a rapid response and a guaranteed call-out time in just one phone call.

Managed network of tradespeople

Because we carefully vet all tradespeople on our approved list and actively manage our network by assessing jobs and providing customer satisfaction feedback, customers have the peace of mind that they are getting the best possible service. They also know that their opinions matter to us. Their feedback, combined with on-site inspections, adherence to response time and quality of work, enables us to prioritise our list of tradespeople and ensure that the best performers get the most work.

Local support – assured quality

Our local contractors in each area are supported by our regional management network. Our regional managers are industry specialists, based in the field, who are on hand to offer support and provide swift approval of all work.

Rapid response to home emergencies and repairs

Call Home 3

Your customer calls a dedicated Home 3 agent to request assistance. Our agent quickly identifies the best local tradesman to resolve their problem.

Our service promise

- Nationwide network of approved tradespeople
- Friendly, professional service
- Dedicated UK support centre
- Satisfaction guaranteed



Our 3-way call does it all



Connect to a skilled tradesman

During the same call our agent connects the customer to the tradesman so that all three can agree a plan of action over the phone.

Arrange a suitable call-out time

Your customer ends the call knowing exactly when the approved tradesman will be visiting to resolve their emergency repair.