

Dashboard Guide

Welcome to the Dashboard, the secure client end of our unique workforce software developed 2018 – 2019 with support from InnovateUK.

Here you will have access to events at your property, including service scheduling, maintenance task real time updates, housekeeping booking info, billing and photos from your home and garden.

Visitor Schedule and Housekeeping

This gives you and any family member you choose to share the log in details with, a complete insight into the bookings at your property including when it's booked, details of that booking and any special requests. This is not where you find your schedule for housekeeping visits.

Functions

- ✓ You can click in and out of dates to see bookings.
- ✓ You can add a new visitor booking or block out time for your own visits.
- ✓ You can make sure you are happy with the details and make amendments directly into the dashboard up to 10 days prior to a booking. This will trigger a notification to the housekeeping team at Pebbles who will take appropriate action.
- ✓ Any amendments within 10 days of a booking must be highlighted to Pebbles by phone.
- ✓ The platform does not replace conversations with your letting agent, if you use one, you would still need to notify them if you amend property availability.

Maintenance 24/7

This is where all maintenance tasks and bookings are listed, telling you what's happening and when. A photo of your Property Manager appears on the right-hand side. Information about all maintenance tasks will be available for 12 months

Subsections:

- Open tasks: where you can see tasks currently being worked on including an estimated completion date. If you click into the task you get full details including before and after photos if relevant.
- Recently completed tasks: lists all tasks that have happened at the property. If completed after 1st April, all details will be available.
- Property Checks: a schedule of your completed property checks.

Functions:

- ✓ You can make a maintenance request using the button in the top righthand corner marked 'new maintenance request'. Simply add details and press 'create task'. This will be sent through to the Pebbles team and will be added to your 'open tasks' so you can monitor its progress.
- ✓ If you want to send a picture of the issue in question, then you can email an image to your property manager and they will add it to your maintenance request.

Windows

This displays a time frame in which your windows will be cleaned, and whether it is scheduled for inside, outside or both.

Refurbishment

If your property is undergoing refurbishment with *Refurb* you will be able to view a diary of referenceable photos and updates of the work to peruse, review with your Project Manager or share with friends.

REFURB
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from Pebbles

Gardens

The Pebbles Gardening team will provide a combination of photo and text updates to keep you informed about visits and progress at your property.

Accounts

This is where you can see your invoices and statements. These are added by the accounts team as they are raised and are in a PDF format which you can download to your own records. There is no interactive communication in this section. To discuss anything around your invoice please contact the accounts department by email accountsoffice@pebblesofsalcombe.co.uk.

Journal

At the bottom of your dashboard homepage you will see a collection of images that showcases the latest news from your Property Manager. Here you can check and make sure that your property is looking as you would like to find it.

How to get user details

If you do not already have your user details, simply visit the Pebbles login page on the website and use the primary email address that you have registered with Pebbles. Use 123 as your temporary password and follow instructions as prompted.

If you have any questions contact us any time on 01548 843 680.

Terminology:

MT - Maintenance Technician

PM - Property Manager

PS - Partner Specialist

HK - Housekeeper