Service Definition.

clixifix® PART OF SmartCraft

Service Overview

clixifix® is a cloud-based platform designed to streamline defect and aftercare management for housing associations, housebuilders, contractors and property managers. The service centralises defect reporting, tracking and resolution while improving communication between customer care teams, contractors and residents.

Born out of a construction company, clixifix® addresses the everyday challenges faced by development and customer care teams when managing snagging, handovers and defects. clixifix® supports both large-scale developments and smaller housing projects, helping to improve efficiency and accountability.

Users can customise various elements of the clixifix® platform to reflect their organisation, projects and communication preferences. Customisation options include adding company and project-specific imagery, such as logos and branding, to ensure the system aligns with the client's identity. For organisations deploying clixifix®'s third-party portals to wider stakeholders, such as contractors, providers or residents, these portals can also be personalised. This includes incorporating company logos and branding so that each external user group receives a consistent and recognisable experience.

Within resident projects, users can further customise what information is visible to homeowners in their portal. This may include configuring details such as house types, tenures, warranty start dates and other key property information relevant to their home. Customisation is managed directly within the platform by authorised users, typically system administrators or project leads, depending on the organisation's internal permission structure.

Key benefits include:

- Real-time defect tracking and resolution
- Automated notifications and progress updates
- Improved resident satisfaction through transparent communication
- Reduced administrative overhead for site and customer care teams
- Data-driven decision-making through performance insights and trends
- Evidence of completed works
- Clear, instant communication with no message confusion
- A single communication channel for all stakeholders
- Strong evidence for quality assurance and dispute resolution
- Improved compliance through automated workflows and SLA tracking
- Full transparency with complete audit trails for every action

Key Features

- **Defect Management:** Track, assign and resolve defects in real time
- **Snagging:** Create lists of issues and assign them to the relevant contractor, for example at the end of defects
- **Contractor Portal:** Enables contractors to receive jobs, add images and obtain digital sign-offs for completed works
- **Real-time communications** between all involved stakeholders

- **Document and photo uploads**
- **Workflows and KPI tracking**
- **Audit trails and compliance**
- **Reporting and analytics:** Generate detailed reports within a few clicks for internal teams and external stakeholders
- **Mobile and web access:** Accessible from desktop browsers and mobile devices for field teams
- **Integration capabilities:** Connect with housing management systems as required

Additional features:

- **Handover support:** Create digitised handover forms to track key milestones, such as key release
- **Resident Portal:** Residents can report issues directly via an intuitive interface and track them through to resolution
- **Cost Management:** Track costs related to reported defects and report on these

Onboarding and Offboarding

Onboarding

Each client is assigned an Account Manager at the point of implementation, who will guide them through initial setup and configuration. This may include importing historical defect data. The Account Manager will also be available to support additional on-site training requirements, where required, and to manage requests for additional features or subscription changes.

Tailored on-site training is delivered to all new users, ensuring they receive role-specific guidance and gain confidence in using the platform effectively from day one. Training can also be delivered remotely if preferred.

All clients are provided with 24/7 access to the clixifix® knowledge base, which contains the full set of support resources. This includes detailed PDF user guides, video-based guidance and an extensive FAQ section, allowing users to access help and instructions at any time.

Offboarding

Users with administrator access can export all data stored in their clixifix® account. When requested, clixifix® will send the user an email containing a secure link to download their company data. This email will be sent within a maximum of 24 hours and is typically delivered within a few hours.

The data export contains links to multiple CSV file types, each of which must be downloaded individually. Exports include: all appointments, appointment participants, schemes, plots, defects, comments, plot contacts, nominations, providers, provider users, contractors, contractor users, contractor notes, discussions, tasks, meter readings, system users, picture file details, attachment details and costs.

Service Levels

Availability

Target uptime: 99.9% per calendar month (excluding scheduled maintenance).
The service provides public outage reporting through a dedicated status page, which displays current platform availability, incident history and real-time updates. Users can access this page at any time. Customers can also subscribe to incident notifications via email and will automatically receive updates as issues progress and are resolved. For major or prolonged incidents, additional email communications may be issued to affected customers.

Support Hours

Customer support is available Monday to Thursday, 9am–5pm, and 9am–4pm on Fridays. Users have 24/7 access to the knowledge base, including FAQs, video tutorials and user guides. Live chat support is available during office hours and is typically responded to within five minutes.

Technical Requirements

As clixifix® is a web-based solution, full functionality is available on mobile devices as well as desktop devices. While there may be minor visual differences, functionality is consistent across platforms.

Requirements:

- Internet connection via Wi-Fi or a minimum 3G connection
- Modern browser (Chrome, Edge, Firefox, Safari or Opera)
- Optional mobile applications available for iOS and Android devices
- Device compatibility: desktop, tablet and smartphone

Infrastructure, Data and Security

clixifix® is cloud-hosted (using platforms such as Heroku and AWS) and accessible via standard web browsers. Data is stored and processed within the European Economic Area (EEA). Dedicated portals and interfaces are provided depending on user type, for example contractor portals, internal team interfaces and resident portals.
The platform is device-agnostic and accessible via tablets, desktops and mobile devices, enabling users such as technicians or site staff to log issues, update statuses and add photos while on site. clixifix® provides an API that enables secure integration with housing association systems, including CRM and asset management systems.
clixifix® operates an information security management approach aligned to the ISO 27001 framework, although formal certification has not yet been pursued. Cyber Essentials and Cyber Essentials Plus certifications are in place.
Policies cover key areas including access management, data protection, secure development, vulnerability management, incident response, supplier management and business continuity. Policies are approved by

senior leadership and reviewed at least annually, or sooner where changes in risk, technology or regulation occur. Responsibility for information security sits with the CTO, who is accountable for risk management and policy enforcement.

Security and risk matters are reported to the executive team and include incidents, emerging risks and required control improvements. Compliance with policies is supported through defined responsibilities, documented processes, access controls, monitoring, regular reviews and ongoing training and awareness.

A structured configuration and change management process is maintained to ensure updates are controlled and security reviewed. All code, dependencies and configurations are tracked in version control, with changes documented through pull requests, peer review and linked tickets. Automated security scanning and regular penetration testing (at least annually) are performed, and updates are released through a controlled CI/CD pipeline.

A formal vulnerability management programme aligned with OWASP and cloud security best practices is followed. Vulnerabilities are identified through code reviews, continuous monitoring, automated dependency scanning and penetration testing. Critical vulnerabilities are typically remediated within 24–72 hours, with high-severity issues prioritised. Medium- and low-risk issues are addressed during routine development cycles.

A documented incident management process is in place to ensure issues are identified, escalated and resolved efficiently. Incidents are logged, tracked and reviewed, with post-incident reporting and process improvement undertaken where appropriate.