



Press release

October 2018

Manchester tenants to benefit from property repair service

New partnership between AXA Partners, Fixflo, and Thornley Groves provides out-of-hours repairs services to thousands of tenants in Manchester

Tenants living in more than 3,000 properties in Manchester are to benefit from a new service which provides fast response to emergency, out-of-hours repairs.

More than 8,000 issues were reported in properties in Manchester in the last 12 months¹, with over half classed as emergencies. Almost 3,000 of these problems occurred out-of-hours, leaving many tenants waiting for whole weekends before a repair could be made.

Now, a new partnership between AXA Partners and property repairs reporting service Fixflo means that tenants living in privately rented accommodation no longer have to wait until normal working hours begin before they can report the need for a repair in their homes.

Water leaks were the most common repair reported over the last year at an average cost of £164. Boiler heating issues were the second most likely problem for tenants costing £245 on average.

The service, which is being offered to tenants by leading estate agent and letting agents Thornley Groves, is designed to take away the stress and financial burden of out-of-hours repairs for both tenants and landlords.

Jason Watkin, CEO at Thornley Groves, said: "The lettings industry has faced a real challenge in overcoming the lack of options that tenants have when trying to report an emergency repair in their home outside of normal business hours. From 5pm daily and over weekends, they are left to source their own repair services, which can often be quite distressing for the tenant when it comes to finding a reputable repairs service and deciding who is responsible for paying for it. We wanted to change that.

"By working with Fixflo and AXA Partners, our tenants can easily report an issue via Fixflo's online dashboard 24 hours a day, seven days a week. The service gives them peace of mind that their problems will be fixed regardless of the time of day, and also means that both they and their landlords can rest assured that repairs will be carried out promptly by a trusted, AXA-vetted contractor."

AXA Partners acts as the emergency out-of-hours contact centre for tenants using Fixflo, offering a call-back service within 60 minutes of reporting an issue.

Milan Sud, Head of Innovation at AXA Partners UK & Ireland, commented: "It's unreasonable for tenants to have to manage on their own if their boiler breaks or they have a leak in their home just because it's after business hours – and that's why we're thrilled to be working with Thornley Groves, because they want to put tenants first too.

¹ Data from Fixflo



“We are constantly looking for new ways to develop and push the insurance industry forward. Moving away from being a payer of insurance to a partner of solutions-based services we are putting the customer – or in this case tenant - at the heart of what we do, so that they can rent safe in the knowledge that they have access to an on-demand service that guarantees an initial call back within an hour of the repair being reported.

“We’re looking forward to extending the service to more letting agents across the country so that thousands of other renters benefit too.”

The AXA Partners’ emergency repair service is also being rolled out across several other locations in the UK, including Wakefield, Huddersfield and Leeds, providing more than 36,000 properties with hassle-free out-of-hours repair services.

-Ends-

About AXA Partners

AXA Partners is AXA’s global entity, dedicated to co-building and distributing simple, customer-centric and innovative solutions that combine insurance, assistance and other value-added services. As an integral part of the Group Innovation unit, AXA Partners also plays a key role in the deployment of disruptive solutions, emerging from this innovation ecosystem.

The combination of the above, positions AXA Partners as a key pillar within the AXA Group’s Payer-to-Partner strategy. With the support of operating units established in 39 countries, our 9,000 + employees are at the service of our customers anywhere, anytime. In 2017, AXA Partners’ revenues reached €3.2 billion.

For more information contact:

Ready10
AXA@ready10.media
0203 8970333

AXA Partners media relations:

Sarah Bryan sarah.bryan@axa-assistance.co.uk

IMPORTANT LEGAL INFORMATION AND CAUTIONARY STATEMENTS CONCERNING FORWARD-LOOKING STATEMENTS

Certain statements contained herein may be forward-looking statements including, but not limited to, statements that are predictions of or indicate future events, trends, plans, expectations or objectives. Undue reliance should not be placed on such statements because, by their nature, they are subject to known and unknown risks and uncertainties and can be affected by other factors that could cause AXA’s actual results to differ materially from those expressed or implied in the forward-looking statements. Please refer to Part 4 - “Risk factors and risk management” of AXA’s Registration Document for the year ended December 31, 2017, for a description of certain important factors, risks and uncertainties that may affect AXA’s business and/or results of operations. AXA undertakes no obligation to publicly update or revise any of these forward-looking statements, whether to reflect new information, future events or circumstances or otherwise, except as part of applicable regulatory or legal obligations.

About Fixflo

Fixflo was founded in May 2013 by former property lawyer Rajeev Nayyar and Duncan Careless, the former CTO of Friends Reunited. Used in more than 400,000 homes across the UK and more around the world, Fixflo is the market-leading and market-standard repair reporting software for managed residential, block and commercial properties.

A multi-award winning system, Fixflo enables end-to-end repair reporting and maintenance management for property managers and lettings agents to quickly and efficiently deal with repairs to provide exceptional customer service to tenants and landlords. In 2016, Fixflo won the Sunday Times Gold Award for Best Supplier to the Lettings Industry.
