



# ENGINEER FACTSHEET

## What is Help me Fix?

Help me Fix is a first responder video chat service that connects users to qualified tradespeople to resolve simple maintenance issues without the need for physical attendance, and to triage more complicated ones so that a physical engineer can first-time fix the issue. The platform can be used to help with issues in the following categories, however more categories are available on request:

 **Plumbing**

 **Electrical**

 **Heating**

 **Gas**

 **Drainage**

 **Appliances**

 **Alarms**

 **Locks**

## How does it work?

You will be helping tenants via video-chat that are experiencing a maintenance issue. You will walk the user through the issue via video and if either a permanent or temporary fix can be carried out by the user under supervision, you will work together to achieve this goal. Once the call is completed, you'll be prompted to fill out a short report detailing works carried out, and whether a physical engineer needs to be dispatched.

If further works are required, this is the point where you can specify what will need to be done and which parts will be required. This information will go back to the client so that they can move the job to the next stage. Please be as detailed as possible with your job report, including any part numbers required if available. If the appliance is a gas appliance, please make sure you take a screenshot of the Gas Council number and data badge.

## How do you take a call?

When a tenant or homeowner calls with an issue in your category, you will receive a push notification to say they are calling. If you do not pick up the call in good time, another engineer will receive the notification as well. However, you will still be able to accept the call. This process is repeated until an engineer takes the call. Therefore, the more quickly you press accept, the more calls you will take, therefore you will earn more. We recommend you keep notifications enabled and keep your device on loud if you would like to receive Help me Fix calls.

## What will you earn?

You will earn between £1 and £2 per minute depending on the time of the call. You will be paid weekly into the account you specified during sign-up. You will be able to view your earnings and call history through the HMFMP admin panel. The rates are as follows:

- 8am–5pm: **£1 per minute**
- 5pm–10pm: **£1.50 per minute**
- 10pm–8am: **£2 per minute**

You can specify whether you are available or not in the engineer app. If you are not available, no calls will be connected to your device.

## What do you need to be a HMF Engineer?

- **At least 5 years on job experience**
- **Evidence that you are qualified in your chosen areas**
- **A polite and professional attitude and willingness to help**

## What are the limits on a call with regards to user repairs?

You can ask the user to do anything in their power to repair the fault without having to break a combustion chamber seal on a boiler, or put themselves, or the property at risk of harm. This applies to all categories of trades. You should use your judgement as an experienced professional in your field, to decide whether it is safe for them to make a repair or not.

If you cannot help the user make a repair, your job is then to gather as much information as possible so that a physical engineer can attend and make a first time fix. You can take screenshots with the app, and attach the photos to your job report when the call is finished to help the client arm a physical engineer with all the knowledge they need.

## Reporting

At the end of every call, you will be prompted to fill out a quick job report. This goes to the user and the client so it should be as detailed as possible. Please make sure that if further works are required, you list any parts that are needed at this point. This will help the physical engineer that attends to effect a first time fix.

## What next?

Please visit <https://go.helpmefix.io/engineer> and complete the onboarding form. You will then be taken through the application process.

## Application process

The application process to become a Help me Fix engineer is in three stages:

### **Stage 1 – Qualifications**

You will be asked to upload any relevant qualifications that relate to your chosen trade. If you do not upload any qualifications the process will end at this point and your application will be rejected.

### **Stage 2 – Interview**

You will be invited to a video interview to assess your ability to communicate over video. After successful completion of the video interview, you will be activated and added to the Help me Fix platform.

### **Stage 3 – Assessment**

You will be asked to complete an assessment in your core trade category. If you do not pass the assessment with a minimum of an 80% score within two attempts, your application will be rejected. You may be asked to complete additional assessments for additional service categories at a later date.