

faq

FREQUENTLY ASKED QUESTIONS



What happens when I place a ClikFIX service request?

ClikFIX Building Service Representatives are available 24/7 to take your service requests. The Representative will review the details of your request and promptly issue a work order to the best person on the property management team who will be able to assist you. All work orders are routed electronically for attention within one business day.

What if my service request is urgent?

In the event of an emergency or life-threatening issue, please call 911 before contacting ClikFIX. When a service request is urgent, you should always contact us by phone at 1.855.ClikFIX (1.855.254.5349).

An emergency on-call technician will be dispatched for situations that pose an immediate risk to your health and safety, or that of others in the building. These would be situations such as inadequate heat in your suite, a major flood or a situation resulting in breach of security (like no power to the building).

Why should I call ClikFIX instead of the office at my property?

ClikFIX records your service request immediately and dispatches the request through an automated service request management system. This ensures your request is logged accurately and in a timely manner so the on-site property management team can focus on completing your request as quickly as possible.

By logging the service request into our system, we can also track the work, allowing your Property Manager to monitor the progress of your request and regularly review maintenance response times. By knowing how long it takes to respond, your Property Manager can identify ways to improve service delivery so life at your property can continue to meet (and exceed!) your expectations.

ClikFIX is also available 24/7 to take your service request – so if it's more convenient for you to call when the office at your property is closed, you will always be greeted by one of our Building Service Representatives, day or night.

When will property management enter my suite?

When placing your request you will have the option to either give property management access to your suite to complete the service request or have a member of the property management team contact you to discuss access to your suite. When placing your service request, please let us know which option you prefer.

By providing management with permission to access your suite, a qualified maintenance technician will be able to quickly assess your request and provide you with a timeline for completion. Property management will not enter your suite without receiving your prior consent, unless there is an emergency situation that could interfere with the safety of other residents or the operation of the property.

Can I track my request?

Yes! Simply request a tracking number at the time you place your service request and one will be given to you for future reference.

How do I learn more about ClikFIX?

ClikFIX is owned by Bentall Kennedy and is designed to be an extension of the property management team at your site. We'd be happy to answer any additional questions you may have. Please feel free to call 1.855.ClikFIX (1.855.254.5349) or email service@ClikFIXresident.com.



Bentall Kennedy
Residential Services



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