

**Fixflo**

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# Repairs and maintenance in winter

What happens and how to survive it



Winter is always the busiest time of year. Our cold climate means people are in their houses more than ever—which means more repair reports, more contractor callouts and more burden on your property managers working out-of-hours to respond to emergencies. 2023 will not disappoint, with freezing temperatures and a cold snap predicted in the coming months.

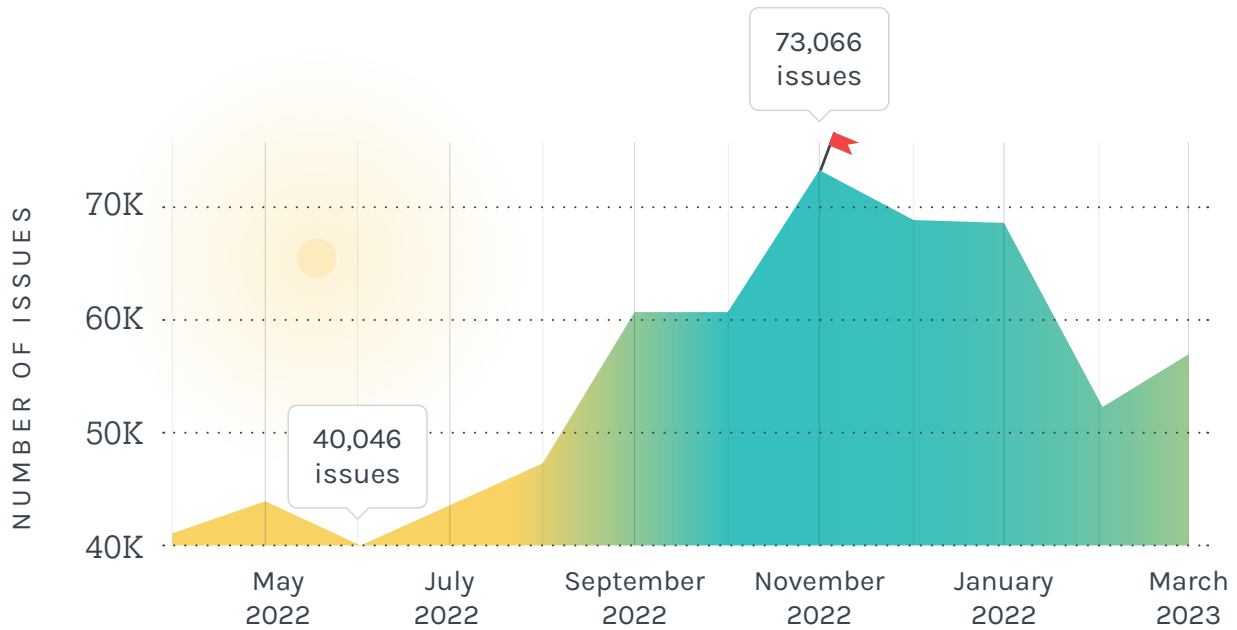
We dove deep into our system data from 1.6M+ units in the last three years to find out just what happens in winter and how you can prepare.

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Disclaimer: This guide is intended for information only and does not constitute legal advice.

## How many issues are reported in the winter months?



Issues reported increase in the winter months until they reach a peak in November of almost double the number in June. This surge can really put a strain on your business as your staff work overtime to find contractors, book jobs and keep your properties in top condition.

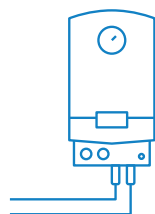
## What issues occur most often?

Our data over the last two winters shows that these are the five most common types of repair reported during the season. With water leaks, boilers, and bathrooms at the top, it's vital to have experienced plumbers, electricians and heating engineers you can rely on for emergencies.



Water leaks

These were the **most common** issues reported in 2021 and 2022.



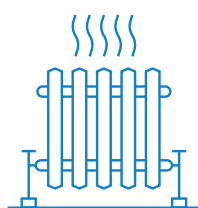
Boiler

Boiler reports **shot up 76%** between November and December '22 compared to September and October.



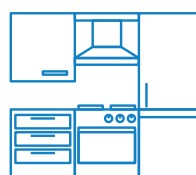
Bathroom

Broken extractor fans are a leading cause of **damp and mould** reports.



Radiator

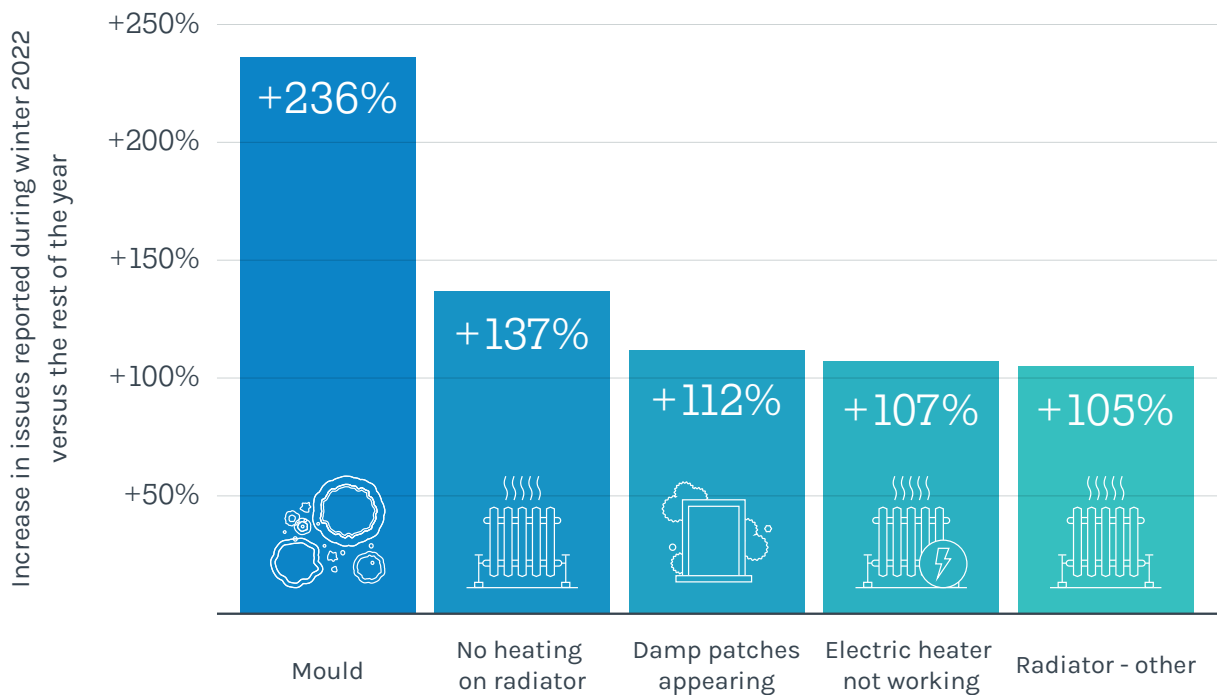
Issues with these were **2x more frequent** from November '22 to March '23 than the previous period from April to October.



Kitchen

These occurred **2x more frequently** in November '22 compared to March.

## What issues are most heavily affected by winter?



Mould occurs over 200% more in winter than summer and is far more likely to grow when it's cold. Its partner in crime, damp, appears over 100% more. Rounding out the list are issues with heating, as tenants are working their appliances overtime to keep things toasty.

## So—how can you prepare?

The million-dollar question. Sadly, you can't wave a magic wand and stop things from breaking. You can, however, place yourself and your team in a much stronger position by being proactive before issues escalate.



### Conduct property inspections

Winter pushes properties to the limit, and nasty things can occur if issues are left unchecked. Schedule a visit to spot things like damp and leaks and arrange in-hours maintenance to nip them in the bud before they become a bigger problem. Your tenants can help you here—ask them to turn radiators on before you arrive.

### Have a reliable network of contractors

Our Contractor Marketplace guarantees you access to 1000+ qualified and vetted contractors 24/7/365. Multiple layers of triage can quickly sort emergencies from non-emergencies, and our fixed rate cards and service-level agreements (SLAs) keep timings quick and costs predictable. Just like when you work with your own contractors, everything is recorded in Fixflo with a full audit trail so you can demonstrate value and keep everyone in the loop.

Ready to learn how we can help you? [Get in touch with us.](#)



# Fixflo



## Contractor Marketplace

Repairs and maintenance made hassle-free



Automate emergency  
repair handling



Qualified and vetted  
contractors



Prompt to replace  
expiring certificates



Enable contractors  
to self-manage

Get started today

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WINNER

RICS  
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