

IT5007 PROBLEM FORMULATION BY TEAM SYNERGY

IDEA: HOME REPAIR SERVICES

Problem:

Homeowners rely on web searches, blogs or contacts from friends to identify reliable skilled professionals for home services. They may need to visit several websites to review professional services before deciding on which service to engage. New homeowners are also increasingly assembling freelance contractors for renovation works as an alternative to engaging renovation companies or interior designers. This entails researching professionals providing various services. This problem is expected to exist for at least the next 10 years as home repair services are necessary for any homeowner.

Idea & Novelty:

Apart from Carousell which has a category for listing home repair service providers, there are no existing applications that enable users to efficiently search and engage home repair service providers. Our idea aims to **provide a one-stop for homeowners** to (1) find service providers based on their requirements, price and timeline, (2) read reviews of service providers before engaging them and (3) get access to do-it-yourself/ quick fixes information. The services could include and not limited to

- Plumbing
- Electrical Works (e.g. installation of lights)
- Paintworks
- Window repair
- Aircon Servicing
- Fixture Replacement/ Installation
- Carpentry Works
- Door Repair
- Tile works
- Locksmith
- Movers
- Hacking (e.g. hacking of installed carpentry)

TARGET USERS

- **Homeowners**
Fuss free search, able to view reviews or rating before engaging services and could link to professionals through the chat function. Other than homeowners, we foresee business owners (e.g. restaurants, small medium enterprises) using this portal to request adhoc repair services.
- **Professionals**
Both companies offering repair services and freelancers could register their professional services on this portal providing details of their services, professional certifications, service lead-time (e.g. available 24/7) and expected price range for common services.

APP FEATURES

The team will review the following list of features for technical requirements and/or user needs. A subset of these features will be implemented for the project scope.

Basic

- *Listing of Professionals Services (Filters include: Services Required, Proximity, Urgency)*
- *Modification and Deletion of the Listing*
- *Chat Function to Seek Quotations from Professionals (integration with WhatsApp)*
- *View Professional Profile*
- *Rate and Review Professionals on Service Provided*
- *Read tips on Quick Fixes (i.e. self fix methods, interim fixes) and Home Maintenance (integration with youtube, if possible)*

Advanced

- *Price Comparison (based on prices provided by the professionals/ companies)*
 - *Track Periodic Maintenance (Homeowners)*
 - *Push Promotions/ Package deals e.g. festive repair services (Professionals)*
 - *Payment Portal (use of paynow)*
 - *Purchase fixtures and fittings (potential expansion)*
 - *Singpass verification for professionals/ companies*
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