



CLIENT SERVICE GUIDE

Service Guide

Managed communications, marketing and operational support for estate and letting agency branches.

DOCUMENT STATUS

Version 3.0 - updated 24 July 2026. Replace earlier versions. Where legal or insurance review is required, this document is a working draft until that review is recorded.

Nothing missed. Everything ready.

Forward an enquiry. Send a clear instruction. Share the property details. Tiffbox Assist turns the material already flowing through your branch into accurate, human-checked work ready for your team to approve and send.

YOUR BRANCH STAYS IN CONTROL

Tiffbox prepares and checks the work. Your branch decides whether to approve it and sends every customer-facing communication from its own systems.

How the service works

1. Received	2. Drafted	3. Human checked	4. Ready
Email, approved WhatsApp message, voice note or Hub instruction.	Client profile, property facts and agreed workflow create the draft.	A real person checks facts, tone, missing information and risk.	The branch reviews, requests changes if needed and sends.

What we can prepare

Service area	Typical outputs
Enquiries	Prompt response drafts, qualification summaries and valuation-opportunity flags.
Direct letters	Agency-branded letters for a confirmed recipient, property and purpose.
Listings	Property description, portal summary and brochure copy as one listing package.
Social	Core social posts and normal platform adaptations.
Viewings	Viewer thank-you, vendor feedback and buyer follow-up from one viewing case.
Vendor Care	Scheduled vendor updates, feedback incorporation and stale-stock prompts.
Progression	Agreed buyer, vendor and solicitor follow-up packs for active matters.
Growth	Applicant match sheets, review items and Order-Form-defined lead-farming campaigns.
Reports	Tiffbox-branded 8am, monthly and pilot reports with secure web/PDF access.

Two audiences, two brands

Output	Brand
Reports and portal delivered by Tiffbox to your branch	Tiffbox Assist
Letters and emails intended for your customers	Your approved agency name, logo and colours

How work reaches us

- Forward an email or enquiry to the branch intake address.
- Send a direct instruction such as “prepare a completion-date letter for...”
- Use an approved WhatsApp number when that module is active.
- Send a short approved voice note; missing or unclear facts are flagged.
- Use the Hub for controlled manual requests and review.

Reports and service measurement

Each branch has its own workspace, monthly capacity and reporting. The Hub records work when the first human-approved version is ready for the branch. Reports show what was prepared, revision levels, service performance and agreed capacity usage without exposing customer details or internal provider costs.

Plans at a glance

Plan	Price per branch	Best for	Target
Silver	£495/month	Essential enquiry, letter, listing and social support.	24 working hours
Gold	£795/month	A complete managed desk with viewing and Vendor Care.	4 working hours
Platinum	£1,250/month	Priority support, progression and larger branch workload.	2 working hours
Platinum Plus	from £1,895/month	High-volume or specialist branch requirements.	Order Form

CAPACITY IS AGREED PER BRANCH

The package table shows typical workflow ceilings. The expected workload mix, included services and any exclusions are recorded in the branch Order Form. No extra capacity charge is applied without prior agreement.

What is always included

- Branch brand and compliance profile setup.
- Human checking of customer-facing work.
- Missing-fact safeguards and high-risk escalation.

- Two client-requested revision rounds per item, within the same brief.
- Tiffbox-error corrections without using the revision allowance.
- Monthly report and secure report history.
- AI and normal platform usage within the agreed branch capacity.
- Client data separation and access-list controls.

Important boundaries

- Tiffbox does not provide legal, tax, financial or valuation advice.
- High-risk possession, arrears, deposit, repair, discrimination and statutory-complaint matters require specialist human review.
- The agency remains responsible for checking the final facts, approving the communication and sending it.
- Target turnaround applies during normal agreed capacity and working hours. Exceptional surges are prioritised and scheduled with the branch.

Eight-week pilot

The pilot applies to one nominated branch unless otherwise agreed. We record baseline performance, activate an agreed narrow scope, review friction in week 4, produce a results report in week 7 and agree the continuing package in week 8.