

Assigning a job previously offered in error



This guide provides a step-by-step process for correctly assigning a job that was initially offered in error, showing how to remove the offer and assign the job instead.

1

When assigning a task to a Contractor, you would click Assign Job and Email/Don't Email, then type the Contractor name underneath.

Assign To Contractors [X]

Offer Task & Email Contractor Offer task to contractors and send notification email	Assign Task & Email Contractor Assign to contractors and send notification email	Assign Task & Don't Email Contractor Assign to contractors and don't send notification email
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Filter Contractor by [All Branches]

Select Contractors [Orange Circle]

Note.....

Property Occupied: Yes

Job Completion Date: 20/08/2025

Authorised Budget: £ 0

[Cancel Assign] [Finish Assign]

2

If no results are found, and you are sure the contractor is Live and should appear, it is likely the job was previously offered to them in error.

The screenshot shows the 'Assign To Contractors' modal with the following elements:

- Assign To Contractors** (Title)
- Offer Task & Email Contractor**: Offer task to contractors and send notification email
- Assign Task & Email Contractor**: Assign to contractors and send notification email
- Assign Task & Don't Email Contractor**: Assign to contractors and don't send notification email
- Filter Contractor by**: All Branches (toggle)
- Select Contractors**: zap (input field)
- No results found** (message)
- Property Occupied**: Yes
- Job Completion Date**: 20/08/2025
- Authorised Budget**: £ 0
- Cancel Assign** (button)
- Finish Assign** (button)

3

Offering the task instead of assigning it will email the Contractor a link to view the job and decide if they'd like to take it, as opposed to the full job details they receive when assigned.

The screenshot shows the 'Assign To Contractors' modal with the following elements:

- Assign To Contractors** (Title)
- Offer Task & Email Contractor**: Offer task to contractors and send notification email (selected)
- Assign Task & Email Contractor**: Assign to contractors and send notification email
- Assign Task & Don't Email Contractor**: Assign to contractors and don't send notification email
- Offer Duration**: 20/08/2025
- Quote Required**: No
- Filter Contractor by**: All Branches (toggle)
- Select Contractors**: Select Contractor (input field)
- Note**: (text area)
- Property Occupied**: Yes
- Job Completion Date**: 20/08/2025

4

To remove the offer, first go to your list of Jobs, and click the Property Address to open the Job details.

Search for reports that people have created for you

Search for ID, name, report, telephone, email or address

Create Job **My Jobs** Feedback Centre Invoices

6 Gladstone Road, Ware (Kitchen)

Offered 588862

Priority: None

Notes: Head stuck in fridge

ASSIGN Complete Job Cancel Job

Apsley House 149 Piccadilly, London (Fire)

Offered 573669

Priority: None

Notes: 12343545

ASSIGN Complete Job Cancel Job

Assura Lea Valley Ware Priory, High Street, Ware (Stairs, Hallway)

Offered 518821

Priority: High

Notes: dan

ASSIGN Complete Job Cancel Job

5

On the information bar, click Offers.

6 Gladstone Road, Ware

Job Fault: Kitchen

Priority Level: Please configure priority levels fl...

Head stuck in fridge

Offered

Assign

Mr sync user
tb-propman@vtuk.com

6 Gladstone Road
Ware
Hertfordshire
SG12 0AG
UK

Vulnerable Occupier No
Access Authority Yes
Contact Details Consent
Created: 20/08/2025 10
Updated: 20/08/2025 10
Job Completion Date: 20/08/2025 10
Price Agreed: £0.00


Photos Tenant(s) **Offers** Landlord(s) Contractor Comments Feedback Invoice Documents Audit

Upload Photos

Photos

You have no photos


6 Find the Offer and click the red Cancel button.




6 Gladstone Road, Ware

Job Fault
Kitchen

Priority Level
Please configure priority levels fi...



Heed stuck in fridge 

Offered

 Assign

Mr sync user
tb-propman@vtuk.com

6 Gladstone Road
Ware
Hertfordshire
SG12 0AG
UK

Vulnerable Occupier No
Access Authority Yes
Contact Details Consent
Created: 20/08/2025 10
Updated: 20/08/2025 10
Job Completion Date: 
Price Agreed: £0.00 

Photos

Tenant(s)

Offers

Landlord(s)

Contractor

Comments

Feedback

Invoice

Documents

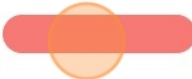
Audit

Task #588862; offer #551022

Sent

It's a zap!
Gladstone Road

Decline



sync user

20/Aug/2025



Make sure you are clicking cancel on the OFFER, not the Job itself, or you will then need to rebuild the job from scratch.

7 With the Offer gone, click Assign again.

The screenshot shows the 'iam property' interface for a specific job. The breadcrumb trail is 'Property Management > Maintenance Jobs > Report #588862'. The job title is '6 Gladstone Road, Ware'. The job details section includes a 'Job Fault' dropdown set to 'Kitchen', a 'Priority Level' dropdown, and a description 'Heed stuck in fridge'. Below this is a 'Created' dropdown and an 'Assign' button, which is highlighted with an orange circle. To the right, there is a user profile for 'Mr sync user' and a 'Vulnerable Occupier' section with various consent and date fields. At the bottom, a horizontal menu contains tabs for 'Photos', 'Tenant(s)', 'Offers' (which is active), 'Landlord(s)', 'Contractor', 'Comments', 'Feedback', 'Invoice', 'Documents', and 'Audit'. Below the menu, a large box displays the 'Offers' section with the message 'You have no offers'.

8 The Contractor should now appear in the search again, allowing you to Assign them and send them the job.

The screenshot shows a modal window titled 'Assign to Contractors'. It has three main options: 'Offer Task & Email Contractor', 'Assign Task & Email Contractor' (which is selected and outlined in blue), and 'Assign Task & Don't Email Contractor'. Below these is a 'Filter Contractor by' section with a toggle for 'All Branches'. A 'Select Contractors' search bar contains the text 'zap', and a dropdown below it shows 'It's a Zap!'. There are also fields for 'Property Occupied' (set to 'Yes'), 'Job Completion Date' (set to '20/08/2025'), and 'Authorised Budget' (set to '£ 0'). At the bottom, there are two buttons: 'Cancel Assign' and 'Finish Assign', with the latter being highlighted in orange.