

NIMBUS HOMES

How Nimbus Homes answers home service enquiries at any hour

Nimbus Homes is a home services company in Singapore. Customers book housekeeping, deep cleaning, move-in and move-out cleaning, handyman repairs, painting and mould removal. They message on WhatsApp, Facebook and Instagram, and an AI concierge set up with chatavocado now answers them, collects the details the team needs for a quote, and passes anything that needs a person to the team.

15 sec

typical first reply to a new customer chat

46%

of customer messages came in on evenings or weekends

1,981

customer chats in September 2026, 95% answered by the AI

How it worked before

Every new lead was answered by someone on the team, including the ones that came in over the weekend. Most chats start with the same few questions, and quotes for repairs and painting need several details before anyone can give a price.

- Customers ask how much a clean costs for their home size, how to book, and what a promo code covers.
- A repair quote needs a photo, a description and a preferred time, which usually takes several messages to collect.
- Refunds, billing questions and complaints still need a person, so they have to reach the right staff member quickly.

“Just last weekend I had 20 leads and it used to be all handled by my staff, but now it's fully handled by chatavocado AI.”

Nimbus Homes team, testimonial video

Where the AI stops and the team takes over

The AI answers questions, sends price sheets and collects details for quotes. It doesn't confirm bookings, take payments or agree to refunds. Customers book in the Nimbus Homes app or website, and anything the AI can't settle goes to the team in the same chat.

HOW IT WORKS NOW

What customers ask, and what happens next

The AI answers from Nimbus Homes' own price lists and service sheets. When it can't give a safe answer, it hands the chat to the team.

1. A price question

Hi, how much is deep cleaning?
22:14

Hello! I'm your AI concierge from Nimbus Homes. What's your property type, or its size in square feet?
22:14

4-room HDB, around 1,000 sqft
22:15

Deep cleaning for a 4-room HDB is \$410, done by 3 crew. You can pick a date on our website or app: [booking link]
22:15

Deep cleaning info sheet
Image
22:15

Then the customer books a slot in the Nimbus Homes app, which shows live availability. Each service sheet is sent once per chat.

2. A repair request with a photo

[Photo] My kitchen tap keeps dripping, can someone fix it this week?
09:02

Thanks for the photo! It looks like a leaking tap, and our handyman can fix it. Replacing the tap is \$65 for labour. When would you like the handyman to come by?
09:02

Thursday 7pm
09:05

Here's what I have for your request:

- Name: Sam Lee
- Contact: +65 9xxx xxxx
- Issue: Dripping kitchen tap
- Photos: 1 received
- Preferred time: Thursday, 7pm

If everything looks good, I'll pass it to our team.
09:05

Then the request and photos go to the team by email, and they confirm the visit with the customer.

3. A question in Chinese

你好，你们有搬家清洁吗？三房式组屋大概多少钱？
Hi, do you do move-out cleaning? About how much for a 3-room HDB?
13:40

您好！我是 Nimbus Homes 的 AI 礼宾助理。我们有搬入和搬出清洁。三房式组屋是 \$320，由 3 位清洁人员完成。您可以在网站或 App 预约：[预约链接]
Hello! We do move-in and move-out cleaning. A 3-room HDB is \$320, done by 3 crew. You can book on our website or app.
13:40

好的，谢谢！
OK, thanks!
13:42

Then the customer gets the same prices and booking steps as in English. Malay and Tamil work the same way.

4. A billing question that needs a person

Why was \$60 taken from my card today? My next cleaning is next week
20:56

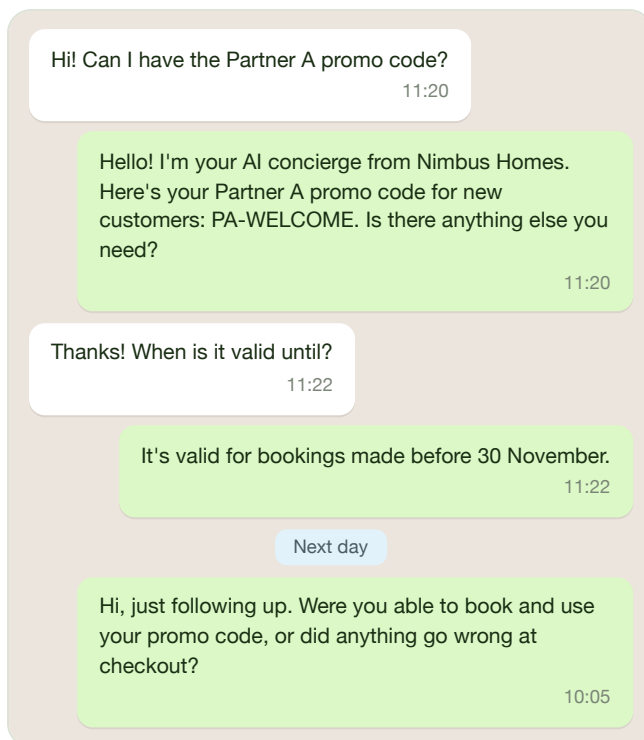
Sorry for the confusion. For recurring bookings, a holding amount is set aside before your next session, so it doesn't mean an extra session was booked. Our team will check your recent payments and confirm.
20:57

Can you cancel this week and refund me?
20:59

I'm not able to confirm refunds here 🙏 Let me connect you with our team. They'll assist you shortly.
21:00

Then the chat is tagged for billing and handoff, and a staff member replies in the same WhatsApp chat.

5. A partner promo code



Hi! Can I have the Partner A promo code?
11:20

Hello! I'm your AI concierge from Nimbus Homes. Here's your Partner A promo code for new customers: PA-WELCOME. Is there anything else you need?
11:20

Thanks! When is it valid until?
11:22

It's valid for bookings made before 30 November.
11:22

Next day

Hi, just following up. Were you able to book and use your promo code, or did anything go wrong at checkout?
10:05

Then the customer books in the app with the code. The AI also explains which services and booking types each code covers.

How it's set up

- It never confirms a booking, a time slot or a refund. Customers book in the app, and the team confirms anything else.
- Prices come only from Nimbus Homes' own price lists, and it doesn't offer discounts that aren't listed.
- It asks for photos before quoting a repair, and suggests a paid site visit when there are several items or the job isn't clear.
- A handyman time outside working hours or on a public holiday is turned down, and it asks for another time.
- It never asks for ID or card numbers.
- Each chat is tagged by topic, such as handyman, move in or out, or billing, so the team can find it quickly.

The result

In September 2026, Nimbus Homes had 1,981 customer chats. The AI replied in 1,878 of them, usually within 15 seconds, and 661 needed no reply from staff. Almost half of all customer messages arrived outside 9am to 6pm on weekdays.

“With chatavocado AI we have completely removed any repetitive work and we are way more productive than ever before. chatavocado AI has truly been my best hire.”

Nimbus Homes team, testimonial video

Is your team answering the same questions every day?

Bring a few recent customer chats to a demo. We'll go through which ones chatavocado could answer for you, what details it could collect before your team steps in, and which chats your team should still handle.

Book a demo at chatavocado.ai