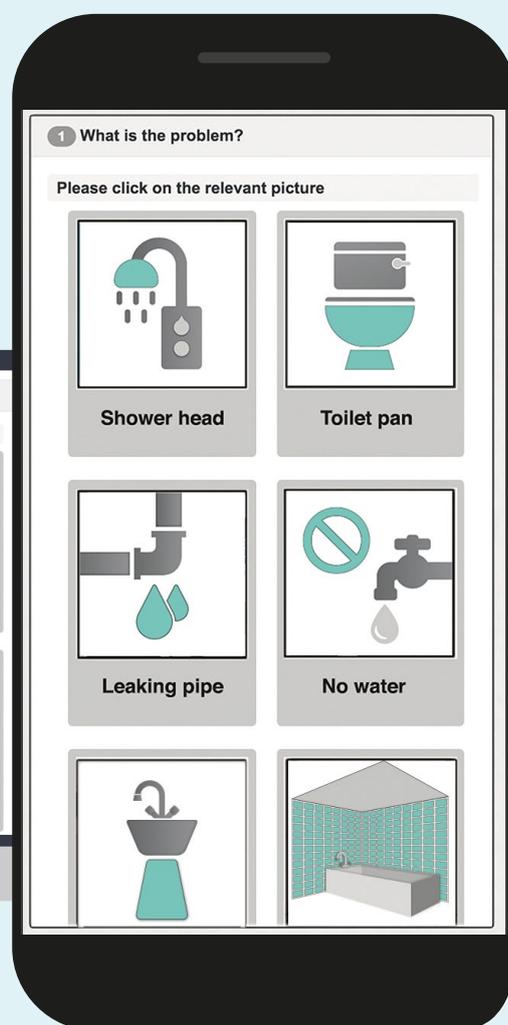
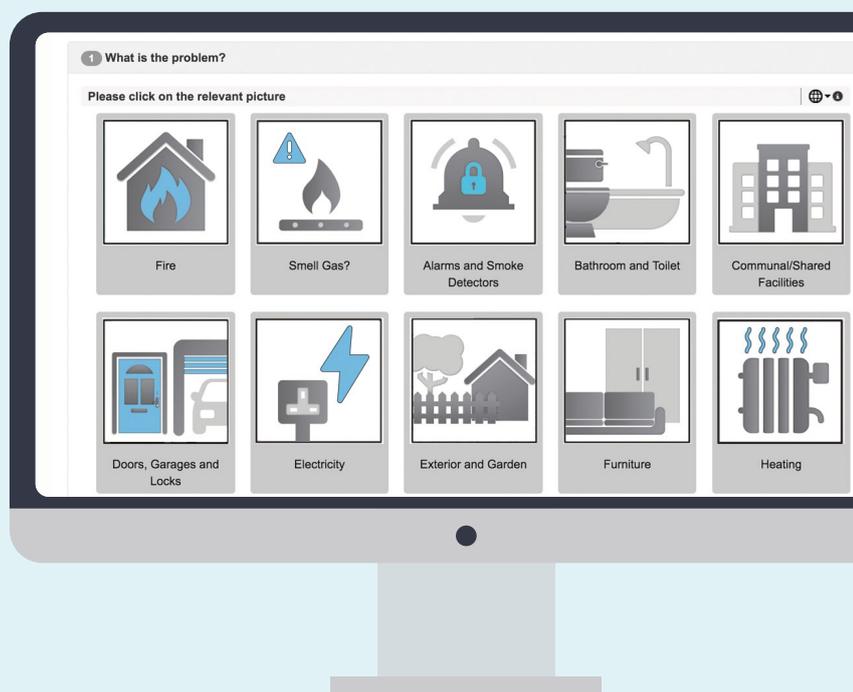


USING FIXFLO WE'VE MADE IT QUICK AND EASY FOR YOU TO REPORT REPAIRS.

Our repair reporting system is available through smartphone, tablet and computer without download.



Faster Fixes.
Detailed reports help us fix your issues quickly and efficiently.



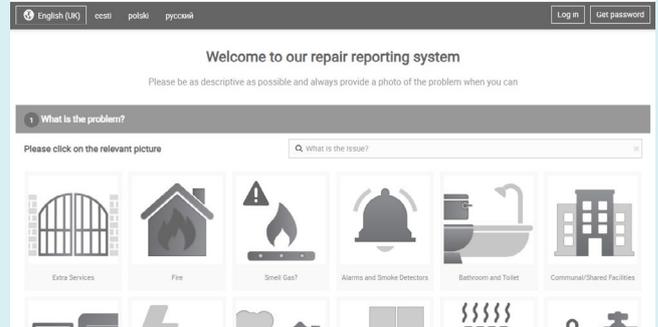
Clearer communication.
Available in over 40 languages.



Easy tracking.
You get a time and date stamped record of your repair request.

Report repairs online:
[https://\[redacted\].fixflo.com](https://[redacted].fixflo.com)

USING FIXFLO DESKTOP INSTRUCTIONS



Step 1 To report any repair and maintenance requests, please go to: [https://\[redacted\].fixflo.com](https://[redacted].fixflo.com)



Step 2 Select the language you would like to report in



Step 3 Choose the picture icon most relevant to your issue



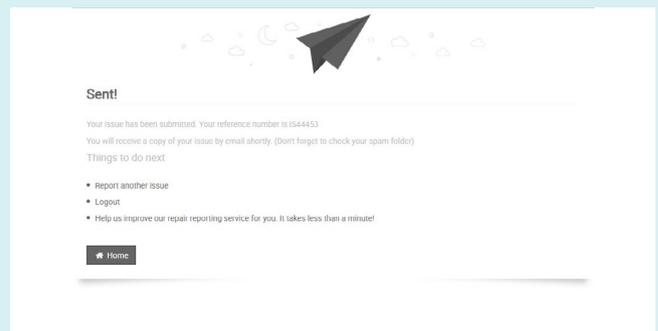
Step 4 Review any guidance and advice pop-ups shown



Step 5 Include all details and any photos or videos



Step 6 Select your address and enter your contact details



Step 7 Submit your repair request through to us and receive instant email confirmation!

USING FIXFLO MOBILE INSTRUCTIONS

HOW DO I GET STARTED?

Step 1

Log in to your FixFlo account

You will receive an email from FixFlo with your account details. Simply click the link within that email, create a password and then log into your account

Step 2

Add the app to your home screen

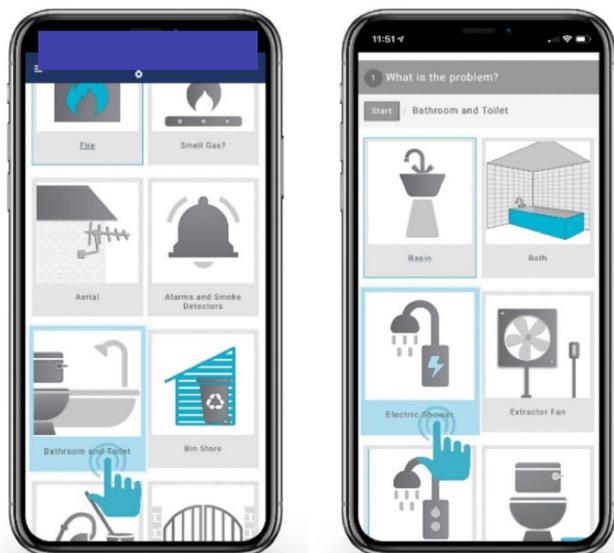
Once logged into the Fixflo website, you are able to add the app onto your smartphone's home screen. It's as easy as clicking a couple of buttons. We've broken this down into a step-by-step guide for you...



Step 3

Report a fault

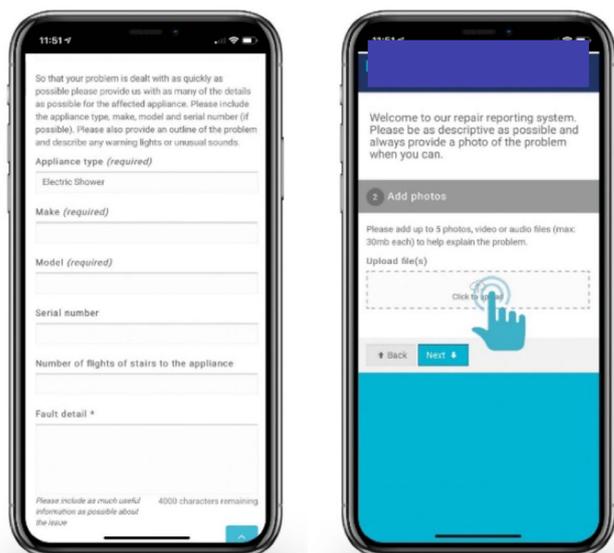
Now you've added [redacted] Fixflo to your home screen, it's never been easier to report an issue with us. When on the 'Report issue' page, scroll through the various different icons and click the one that most closely applies to your issue. You will then be given a couple of further options to choose from which just helps to refine the issue you're reporting.



Step 4

Provide details and add photographs

In order for your Asset Manager to fully understand the issue, we recommend that you provide as much detail as you can. This can be done through both text and photographs.



Step 5

Guided assistance

Occasionally, issues within your home can be resolved quickly and, therefore, do not require our maintenance team to attend. If this is the case for an issue you're raising on the portal, you will be offered assistance and a step-by-step guide in how to rectify the problem yourself. Not only does this speed up the process, it also means you won't have to wait around for a handyman to arrive at your home...

Of course if your issue requires professional assistance, your Asset Manager will organise for one of our team to attend as quickly as possible (dependent on the severity of the issue). On some occasions, Fixflo may even offer you guidance on how to prevent any further damage to the property while our maintenance team make their way to you.

Step 6

Submit your report

Simply accept the terms & conditions, click 'Submit' and look out for the confirmation email stating that your issue has been reported. Your Asset Manager will receive this report immediately and will take the appropriate steps in order to rectify the issue in hand.

GETTING UPDATES ON YOUR MAINTENANCE REPORTS

Dashboard

If you click on the options tab in the top left-hand corner and then select 'Dashboard', you will be directed to the page with all your reported issues that are either in progress or completed. On the 'In Progress' tab, you'll find your current reported jobs and the most up-to-date status of each.

Job progress

Once you click on a particular reported job, you'll be brought to the progress page where you'll find the following: contractor details, priority status, current state of the job and any outstanding next steps.

To keep all correspondence in one place, your Asset Manager will add any notes/updates in the 'Comments' tab within this section, which you'll be able to respond to and even attach further images if needed. You can also message the contractor directly should you ever need to - however, your Asset Manager will take care of everything on your behalf to make life easier for you!

Email updates

Don't worry about forgetting to check the status of your report on this portal, as you'll receive an email every time your Asset Manager or scheduled contractor makes a change to your report, adds a comment or attaches an image on the dashboard.

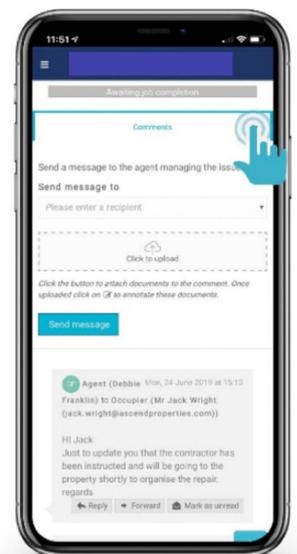
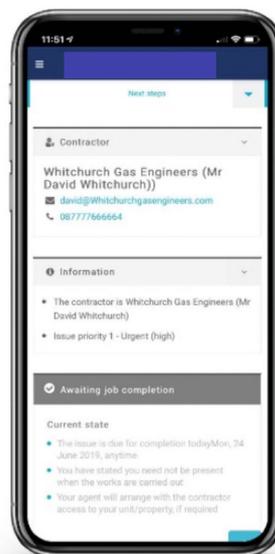
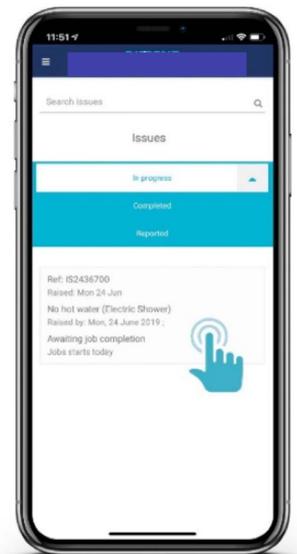
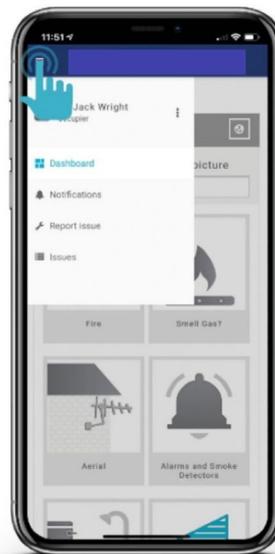


Figure 1: Smartphone screenshots showing the dashboard, job progress, and comments sections.