

# Reporting a fault is as easy as 1, 2, 3

Our standards are high but sometimes problems crop up. Don't worry, if you discover a fault within two years of moving in just follow these simple steps and we'll aim to get it sorted for you.

# 1

## LOGIN TO YOUR ACCOUNT

Click on the link in the email we sent to you. Create a password and login to your Homeowner Account which is run via the Clixifx online portal.

# 2

## CREATE A TICKET

When you login, you will view your own respective dashboard. To report a problem, click 'New Ticket' and fill in the body with as much detail as possible. You must also submit an image of the fault.

# 3

## WE'LL GET IN TOUCH

Our Customer Care Team will receive a notification that you have raised a ticket and will communicate with you via Clixifx. If we need to send a contractor to you home, you can follow the progress including any appointments that have been made.

For more detailed information about using Clixifx, please refer to the documents stored on your Clixifx portal. If you have not received the welcome email, please contact our head office on 01384 446 200.