

# BELVOIR!

Property is personal

## **HOW TO REPORT REPAIRS IF YOU ARE A TENANT:**

Belvoir Stoke-on-Trent is your managing agent. If you have a repair or maintenance issue to report, please report it using our online reporting system called Fixflo. This enables us to resolve issues more efficiently.

Please report by going to : <https://belvoir-stokeontrent.fixflo.com>

The online system allows you to report maintenance issues by entering details of what is wrong and uploading photos of the problem. This should help the repair to be dealt with quicker as the contractor will have the opportunity to see the problem before coming out to the property to investigate.

The online system will also provide advice on how to deal with simple problems directly such as checking boiler pressure that you may be able to resolve yourself.

Please avoid calling the office with verbal reports (except for emergencies) or dropping into our office to report repairs verbally. Please use our online system. This is to ensure your repairs are dealt with more efficiently. Feel free to call if you have problems using the Fixflo system.

**If an emergency, please use the below contact details:**

**Belvoir Stoke-on-Trent 01782 478444 (during office hours)**

**Alex Tomkinson ASAP Home Improvements 07807 894665 (out of office hours & genuine emergencies only)**

**RAM Maintenance 07594 399486 (out of office hours & genuine emergencies only)**

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## IMPORTANT NOTES

### **PETS**

No Pets without Prior Permission and then a Pet Agreement will need to be signed

### **DECORATING**

No Decorating or alterations without prior permission. All requests must be put in writing (email is fine)

### **RENT PAYMENTS**

We DO NOT take rent by Direct Debit; you will need to set up a Standing Order with your bank

### **SMOKING**

ALL properties are non-smoking