

Tenant Information

How to report a problem

We have introduced an online system called FixFlo for you to conveniently report repairs through to us. FixFlo includes the following features to help you raise detailed reports online:

- Report issues 24/7 through any internet connected device
- Log your issue in your native language
- Receive instant email confirmation with proof of submission
- Ability to login and view status updates + communicate with us

The submitted report is sent straight to your property manager, so there is no need to phone through or email, and we will maintain our commitment to resolve any issues at your property quickly and reliably.

To report issues please go to <https://cloud-estates.fixflo.com>

The above link is also accessible via the Cloud Estates website.

A short video explaining how to report issues via FixFlo can be found on YouTube by following the below link;

<https://www.youtube.com/watch?v=JkFNNhuWuzk&t=18s>

Although our preferred method of contact is via FixFlo, if you would prefer to speak to someone over the phone, please contact us on 0191 640 2478.

Our office opening hours are **Monday-Friday 9am-5.30pm**

Out of hours

In the case of an out of hours emergency please call us on **07913 184 733**.

An emergency repair **is something which could not have been foreseen and which could cause a threat to life or serious damage to property**. We should be able to respond to emergency repairs within a few hours, depending on the type of emergency.

Please note our out of hours emergency repairs are 'make safe' only. Your full repair will usually be ordered on the next working day, depending on how urgent it is.

Examples of emergency repairs include;

- no drinking water supply
- burst pipes and you cannot stop the water leak *
- blocked drains and toilets causing flooding
- complete power failure in your home
- dangerous structures, such as ceilings, walls and chimneys
- fire or storm damage to your property. We will make your property safe if this is practical, bearing in mind weather conditions
- boarding up windows or doors and securing your property after a break-in, provided you have a crime reference number from the Police
- regaining entry if you have lost your key

*** What to do if there's a leak?**

Find your stop valve and turn off the water supply.

How to find your stop valve;

1. Your stop valve is nearly always in a room where water will be used, and it's normally on the ground floor.
2. Quite often the valve will be in the kitchen or bathroom, but don't forget to check the garage if it's attached to the house.
3. If you have an internal water meter, then the valve will be on the pipe going into the meter.
4. Renovated houses sometimes have stop valves hidden behind cupboards, under floorboards or boxed into strange places. If your home is renovated, make sure you have some tools handy in case you need to get to it in a hurry.

Other useful contact numbers;

For gas emergencies please call 0800111999

For electrical emergencies please call 0800 668 877

For all other unforeseen emergencies please dial 999 immediately.

What to do if I smell gas

If you think you have a gas leak or can smell gas, leave the house and phone the National Gas Emergencies number immediately on 0800 111 999. If you're at home, and you can do it safely, turn off your gas supply. The gas mains tap should be beside your gas meter.

Tenant charges.

- If there are any changes to a tenancy (such as a change of tenant, addition of pet etc) then a fee of £50 is payable to cover administration costs
- Ending your tenancy early. You will be liable for the reasonable costs for the landlord to re-let and find new tenants for the property (if you are tied into a fixed terms contract and cannot lawfully end the tenancy) to facilitate your exit
- £15 per key for replacement keys
- You will be liable for any costs incurred by the landlord by your actions leading to a contractor needing to be called out
- If you are locked out your property out of hours and the agent/ landlord cannot facilitate re-entry then you will be liable to cover the cost of a locksmith's call out