

*If you discover a fault in your home within 2 years of moving in, please follow these steps to report the problem.*

**1**

*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 Clixifix online portal*



**2**

*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 can also submit an image if you wish.*

**3**

*Our customer care team will receive notification that you have raised a ticket and will communicate with you via Clixifix. If we need to send a contractor to your home, you can follow the progress including any appointments that have been made to visit you.*

**4**

*For more detailed information about using Clixifix, please refer to the documents stored on your Clixifix portal. If you have any problems using the Clixifix system please contact their customer support on 0191 5007924*