



ANNOUNCING THE LAUNCH OF OUR NEW MAINTENANCE PORTAL FOR TRINITY VILLAGE

The Trinity Village Management Team have partnered with FixFlo to provide an online repair reporting tool and Maintenance Management System for the estate. This will increase efficiencies and improve customer service for residents across maintenance reporting, actioning and tracking.

From Monday, 2nd September 2024, all tenants who need to report a maintenance issue are asked to do so through the online portal: <https://tve.fixflo.com/issuereport/CreateIssue>

All residents will receive an automated invite from FixFlo when we go live before this date. Please refrain from using the system before 2nd September.

Once you have reported your first issue, the system will offer to save your details for future reference, so you don't need to repeat this each time.

If you have any questions in advance of 2nd September, please let us know

Kind regards

Trinity Management Team

16 Trinity Street, London SE1 1DB



PLEASE NOTE—This is the only portal that Trinity Village uses; if you have logged into a Knight Frank-branded portal, please log out and only use the Trinity Village Fixflo portal (look out for Trinity Village branding).