



24th January, 2025

Dear Residents,

## REPORTING MAINTENANCE ISSUES

### Emergency number

Please note that for property emergencies (not maintenance issues) that arise outside of office hours, the number to call is 07496 247365. This will take you directly through to the Balcombe emergency team.

Please be aware that we are not covered by Audivo or Moneypenny for any out of hours assistance.

### Day-to-day maintenance requests

For general maintenance issues, please use the Trinity Village FixFlo Portal to report the issue: <https://tve.fixflo.com/issuereport/CreateIssue>

Please kindly remember that we do not accept maintenance requests via email. All maintenance requests should be logged exclusively via the FixFlo Portal via the link above.

### Please report maintenance issues as soon as they arise

We would like to remind residents of the importance of reporting maintenance issues as soon as they arise (through the designated FixFlo Portal). Please note that delaying maintenance requests and raising them only during a rent review process will not influence the outcome of the review process.

Allowing issues to accumulate can lead to the problems worsening over time, making them more difficult and time-consuming to resolve. This approach also places unnecessary strain on the team responsible for addressing maintenance concerns.

We kindly ask for your cooperation in ensuring that maintenance matters are reported through the correct channel and in a timely manner to help us address them efficiently.

Thank you for your understanding.

Louie-Mae Gibson, MSc GDipPM GCertEIP CIWFM MCMi MIoL ATPi  
Estate Director, Trinity Village Estate, Knight Frank