



A guide to reporting your repair requests

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To report any repair and maintenance requests, please go to:
trinityestates.fixflo.com

English (UK) Cymraeg עברית español Log in Get password

trinity

Welcome to our repair reporting system

Welcome to our repair reporting system. Please be as descriptive as possible and always provide a photo of the problem when you can.

1 What is the problem?

Please click on the relevant picture

Q What is the issue?



2

Please select the language you would like to report in.

English (UK) Cymraeg עברית español

Select language

| English (UK) ✓ | Cymraeg | עברית | Español |
|----------------|------------|-------------|-----------|
| Bahasa Melayu | Italiano | Slovenščina | العربية |
| Català | Latviešu | Suomi | فارسی |
| Čeština | Lietuvių | Svenska | हिन्दी |
| Cymraeg | Magyar | Tiếng Việt | မြန်မာ |
| Dansk | Nederlands | Türkçe | தமிழ் |
| Deutsch | Norsk | Ελληνικά | 한국어 |
| Eesti | Polski | Български | 中文(简体) 旧版 |
| English (UK) | Português | Русский | 中文(简体) 新版 |
| Español | Română | Українська | 日本語 |
| Français | Slovenčina | עברית | |
| Indonesia | | عبرית | |

Translation disclaimer

Close

3

Choose the most relevant picture icons to report your issue.

1 What is the problem?

Please click on the relevant picture

Q What is the issue?

4

Provide as much information as possible.

Leak from adjoining flat/unit

Other

Please explain the extent of the leak by reference to: (a) how big a container is needed and how often the container has to be emptied e.g. one cup every hour or one cup every day, and (b) whether the leak is constant or intermittent. Please also provide us with as many details as possible about the item that is leaking.

How big a container is needed for the leak? (please select)

How often do you have to empty it? (please select)

Is the leak constant or intermittent? (please select)

Fault detail *

4000 characters remaining

Please clearly state the location of the fault. For example a ceiling light may have stopped working in the hallway of the second floor of the west wing adjacent to flat 227.
Please include as much useful information as possible about the issue

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Make sure to include any photos or videos if possible.

1 What is the problem?

2 Add photos

Please add up to 5 photos, video or audio files (max. 30mb each) to help explain the problem.

Upload file(s)

Click to upload

Fridge.jpg

Fridge.mp4

Back Next

3 Address details

4 Your contact details

5 Confirm and send

6

Select your address from the list and enter your details.
*If you cannot find your address please call us.

2 Add photos

3 Address details

4 Your contact details

Title

First name

Surname

Email address

Telephone number

Telephone number (alt.)

Back Next

5 Confirm and send

7

Submit your issue through to us and receive instant email confirmation.

Sent!

Your issue has been submitted. Your reference number is IS44453

You will receive a copy of your issue by email shortly. (Don't forget to check your spam folder!)

Things to do next

- Report another issue
- Logout
- Help us improve our repair reporting service for you. It takes less than a minute!

Home