

A guide to reporting your repair requests

1

To report any repair and maintenance requests, please go to:
<https://coophomes.fixflo.com>

English (UK)

eesti

polski

русский

Log in

Get password

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

What is the issue?



Extra Services



Fire



Smell Gas?



Alarms and Smoke Detectors



Bathroom and Toilet



Communal/Shared Facilities



Extra Services



Fire



Smell Gas?



Alarms and Smoke Detectors



Bathroom and Toilet



Communal/Shared Facilities

2

Select the language you would like to report in

Select language

English (UK) ✓ Eesti Polski Русский

Català	Lietuvių	Slovenščina	العربية
Čeština	Lietuvių	Suomi	العربية
Cymraeg	Magyar	Svenska	العربية
Dansk	Melayu	Tiếng Việt	العربية
Deutsch	Nederlands	Türkçe	العربية
Eesti	Norsk	Ελληνικά	한국어
English (UK)	Polaki	Български	中文(简体) 旧版
Español	Português	Русский	中文(繁體) 舊版
Français	Română	Українська	日本語
Indonesia	Slovenčina	עברית	
Italiano		العربية	

Translation disclaimer

Close

3

Choose the picture icon most relevant to your issue

1 What is the problem?

Kitchen Appliances



Dishwasher



Freezer



Fridge



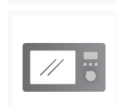
Grill



Hob



Laundry



Microwave



Oven



Other

4

Review any guidance and advice pop-ups shown

Leak

If the leak cannot be contained and/or it is causing damage to the property (especially if it is penetrating into an electrical fitting) it is classified as an emergency and it must be reported to us through this system and by telephone as soon as possible.

Office hours: 0203 166 2608
Out of hours: 0203 166 2608

Water leak from upstairs or adjoining property

Water leak within property

Other

Please explain the extent of the leak by reference to (a) whether the leak is constant or intermittent and (b) whether the leak is constant or intermittent

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

How often do you have to...

Cancel Continue

5

Include all details and any photos or videos

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 and enter your contact details

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 repair request 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