

# HANDY GUIDE

If you discover a defect in your home within the first two years of moving in, please follow the steps to report it:

## STEP 1.

### Log into your Clixifix account

Your personal dashboard will contain information about your property including the homeowner guide and appliance manuals. You can also contact the Aftercare department through your account or raise a ticket to report a problem.

## STEP 2.

### Report a problem

Click 'New Ticket' and provide as much detail as possible about the issue including a photograph.

## STEP 3.

### We'll be in touch

The Aftercare team will receive a notification regarding your issue and will write back to you via Clixifix with next steps.



If you need any more information about using Clixifix please refer to the user guides stored on the Clixifix portal or feel free to contact us.