

Aftercare

Our team are committed to delivering excellence through every step of your homebuying journey & beyond.

The service does not end when we hand you over your keys.

1. After you have moved into your property you will be invited to your clixifix® “Residents Portal”

Click on the link in the email we sent to you.
Simply create a password & login.

2. When you login, you will be able to view a variety of information relating to your new homes.

In the unlikely event you need to report a problem within your home, simply create a ‘New Ticket’ and fill in the body with as much detail as possible. You can also include both imagery or video evidence if you wish.

3. Our dedicated customer care team will receive a notification that you have raised a ticket & will communicate with you via clixifix®. If we need to send a contractor to your home, you can follow the progress including any appointments that have been made to visit you.

