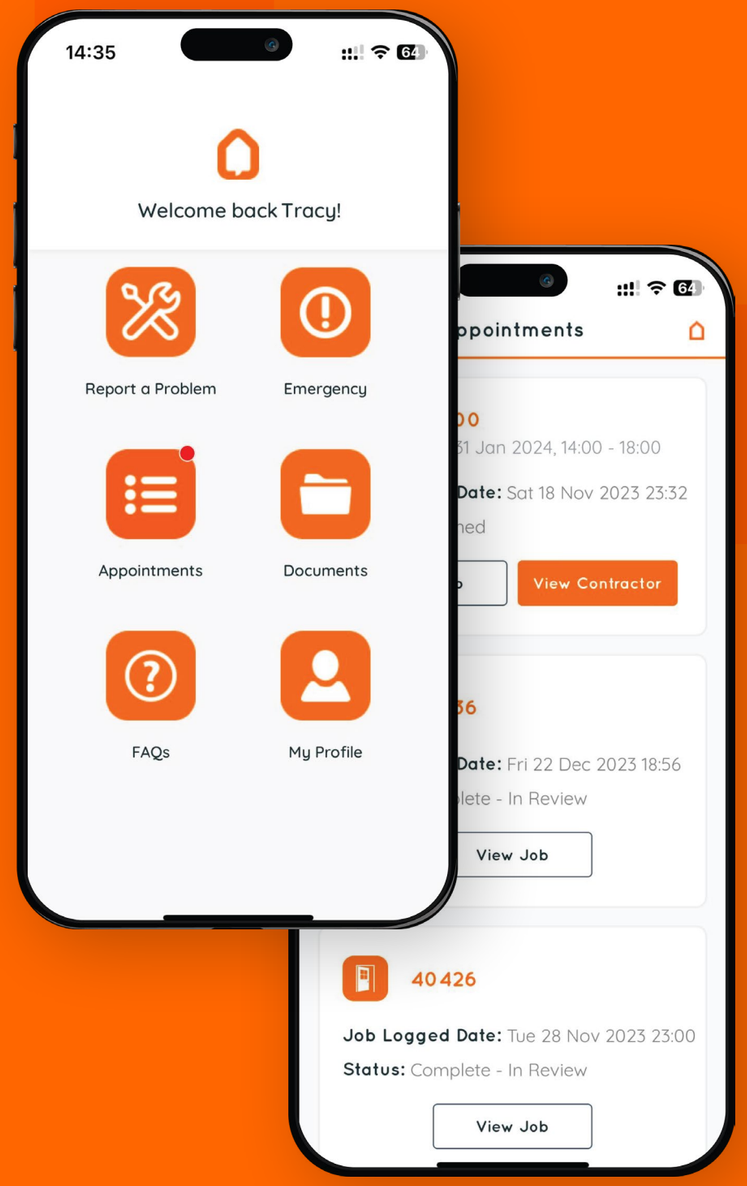
EVO

Solving Property Emergencies With The EVO App



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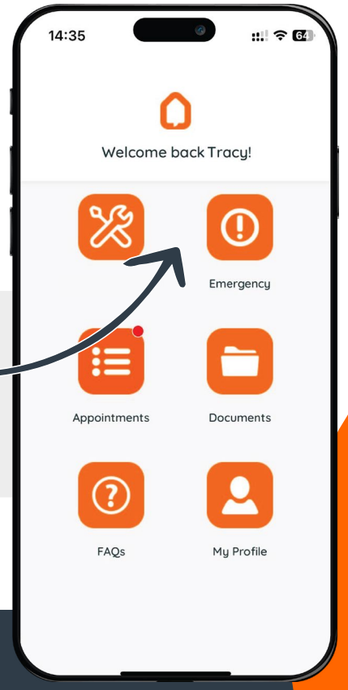
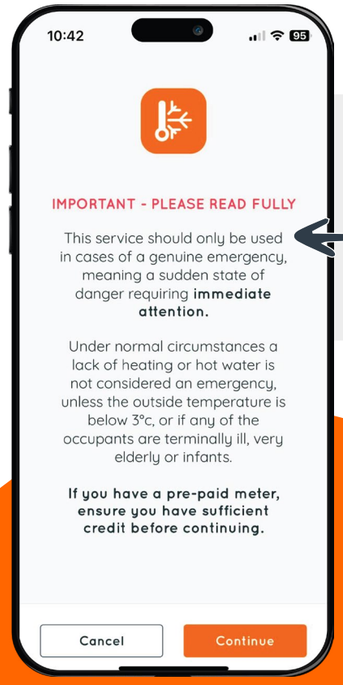
Emergency Reporting

Reporting a Property Emergency on The EVO App

1

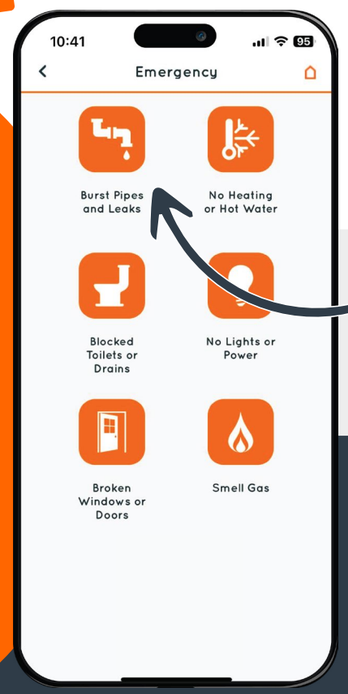
On the app home screen, click ‘Emergency’.





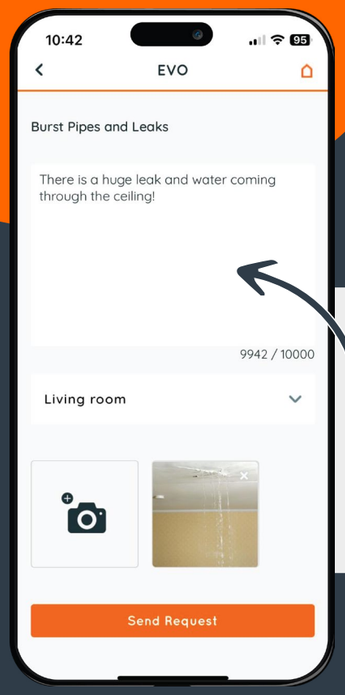
2

Read the notice and click continue to confirm your issue is an emergency.



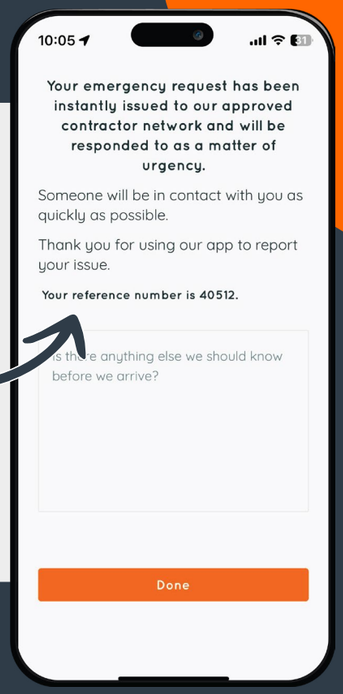
3

Select the appropriate category.



4

Provide as many details about the issue as possible, and include a photo.



5

Once you click ‘send request,’ your job will be logged, automatically approved, and EVO’s emergency response team will attend as soon as possible.

While waiting we may also arrange a video triage call to see if we can solve the issue remotely.

For tenants not able to use the app, call 020 8691 9293 to report your emergency

EVO

For any issues on how to use the Resident App, please contact helpdesk@evo-pm.com