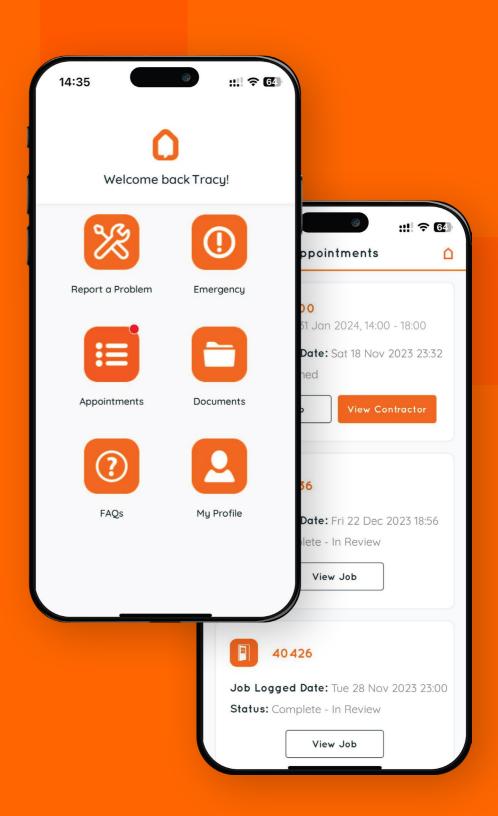


Solving Property Emergencies With The EVO App

Download the EVO Resident app



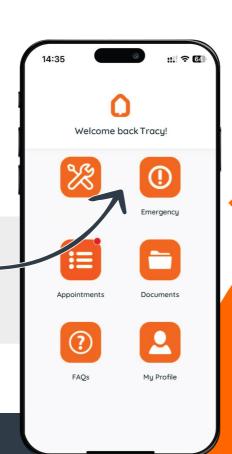




Emergency Reporting

1

On the app home screen, click 'Emergency'.



IMPORTANT - PLEASE READ FULLY

This service should only be used in cases of a genuine emergency, meaning a sudden state of danger requiring immediate attention.

Under normal circumstances a lack of heating or hot water is not considered an emergency, unless the outside temperature is below 3°c, or if any of the occupants are terminally ill, very elderly or infants.

If you have a pre-paid meter, ensure you have sufficient credit before continuing.

Reporting a Property

Emergency on The

EVO App

Burst Pipes and Leaks

2

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



Select the appropriate category.

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.

Your emergency request has been instantly issued to our approved contractor network and will be responded to as a matter of urgency.

Someone will be in contact with you as quickly as possible.

Thank you for using our app to report your issue.

Your reference number is 40512.

s there anything else we should know

There is a huge leak and water coming through the ceiling!

EVO

9942 / 10000

Living room

4

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



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





