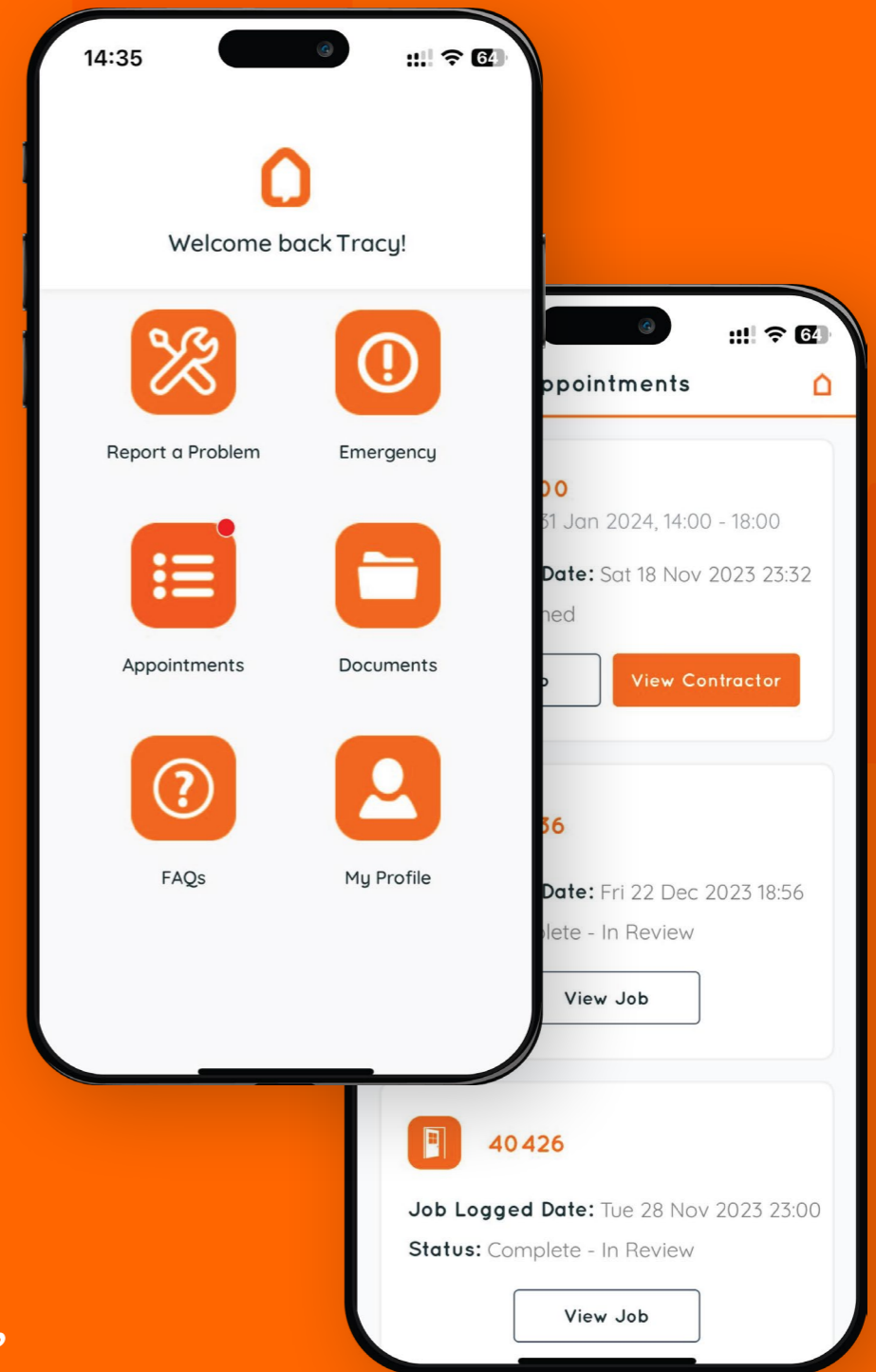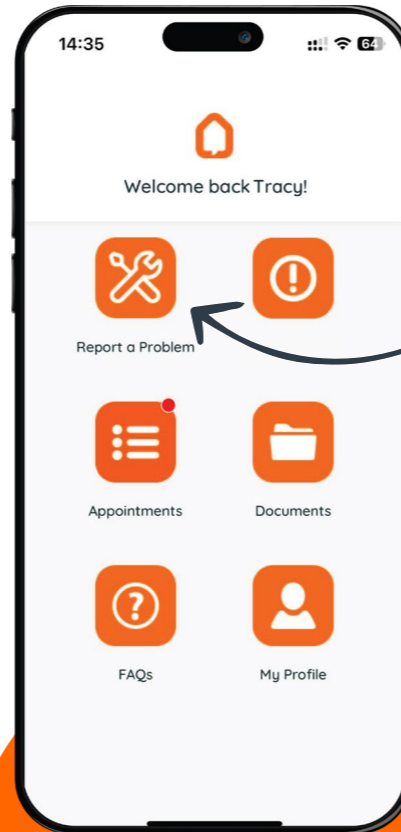# EVO

How To Use The EVO Resident App

Your EVO resident app allows you to report problems, request emergency assistance, manage appointments, and view documents and FAQs.
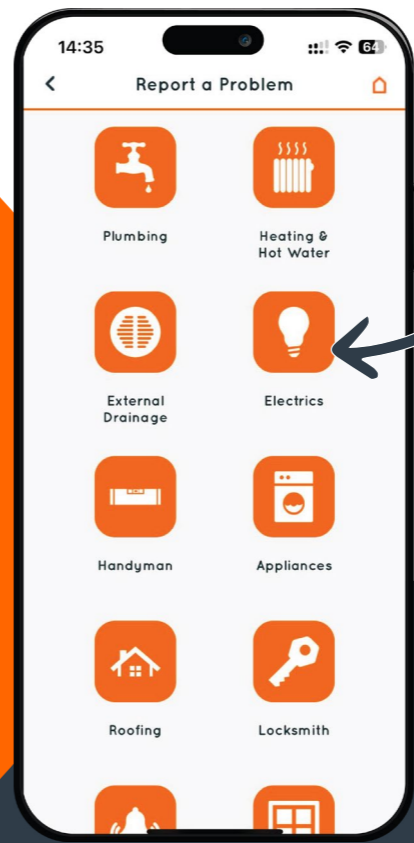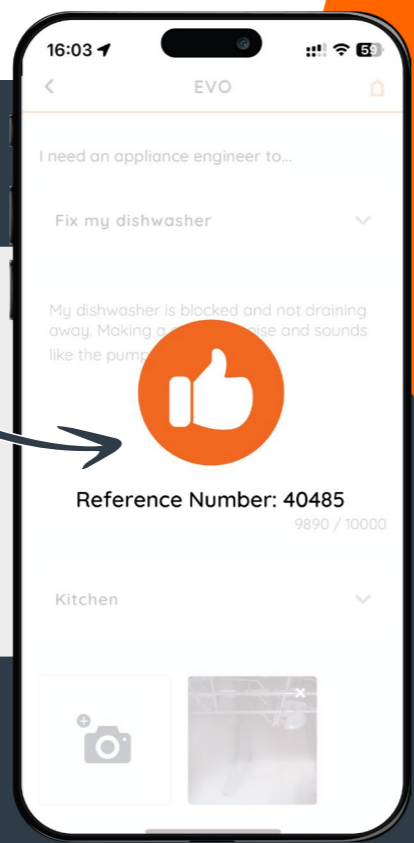
How To Use The EVO Resident App

1

On the app home screen, click 'Report a Problem'.

2

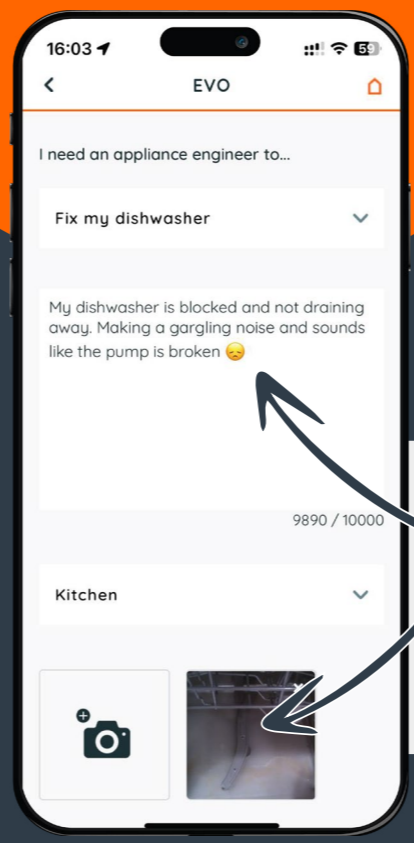Select the appropriate category.

If the issue does not fall under one of the categories, scroll down and select 'something else'.

4

Once the report has been submitted, receipt confirmation and a reference number will be provided.
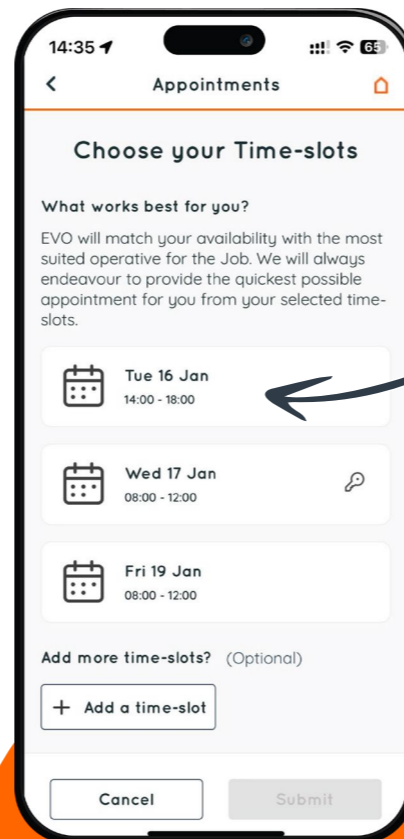
Reference Number: 40485

3

Provide as many details as possible and include a photo.

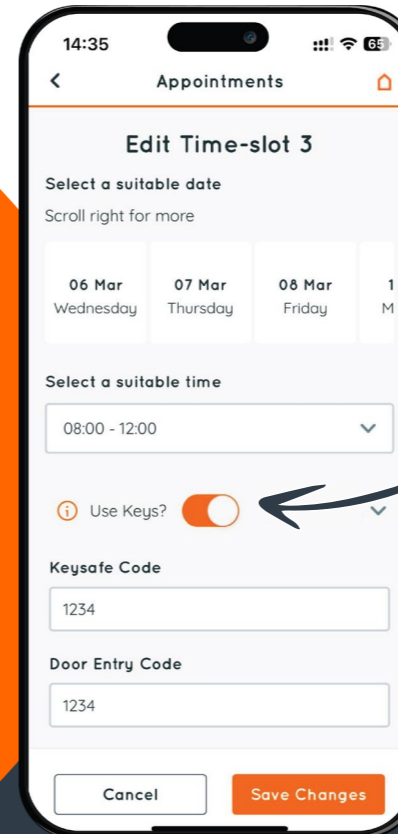For tenants not able to use the app, call 020 8691 9293 to report your emergency

How To Use The EVO Resident App

5

Once approved, choose three or more timeslots that are most convenient.

6

If no one can be home for the repair, our key solution is available. This allows residents to leave their keys at a safe, verified location for the tradesperson to collect and return once they have completed the repair.

8

On the day of the appointment, track the location of the tradesperson and the status of the repair.
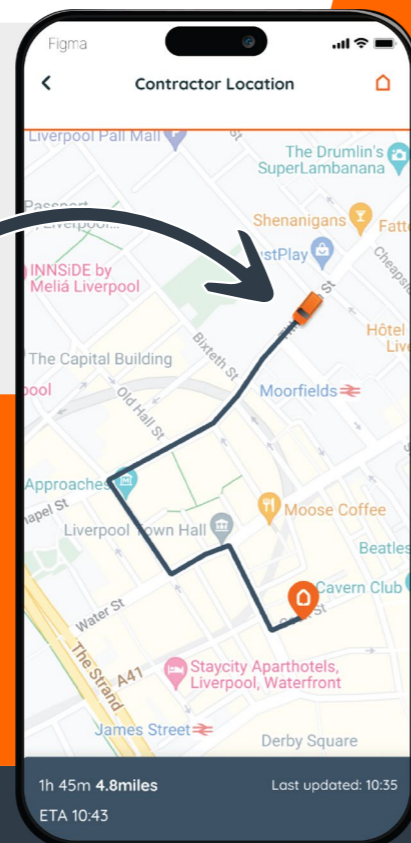
After the job has been completed, residents are asked to complete a customer satisfaction survey.
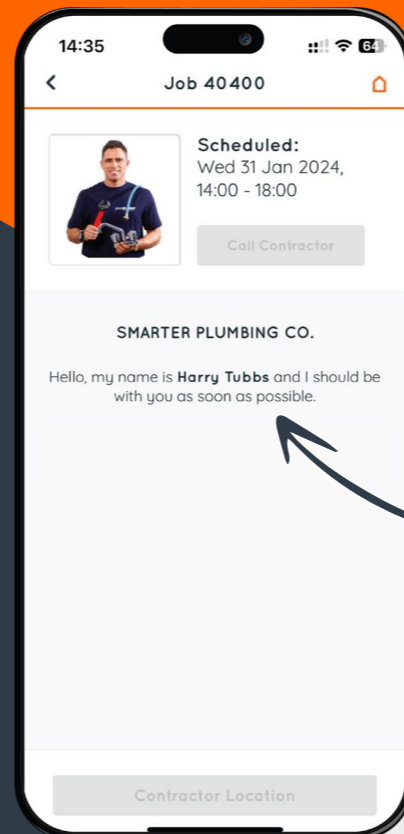
7

An accredited and vetted tradesperson will be matched to the appointment, and their information will be shared with the resident so they know who is coming.

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

Keep Track of Property Information All in One Place

Easily access FAQs, important information and documents about the property

Get access to documents and user guides

14:36

Documents & User Guides

- PO-0048
- Previous Landlord Reference
- Customer added People Doc
- How to Rent Guide
- EPC Certificate
- Safer Homes
- Oven Manual
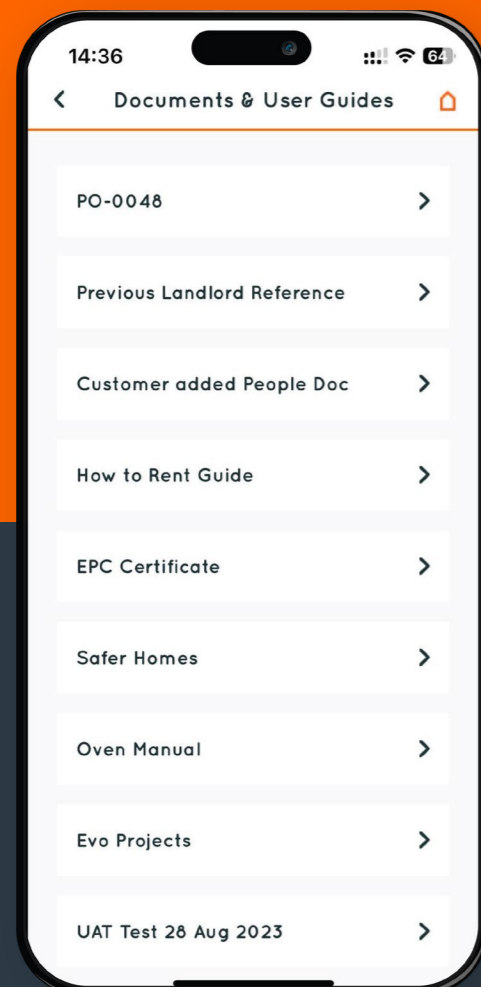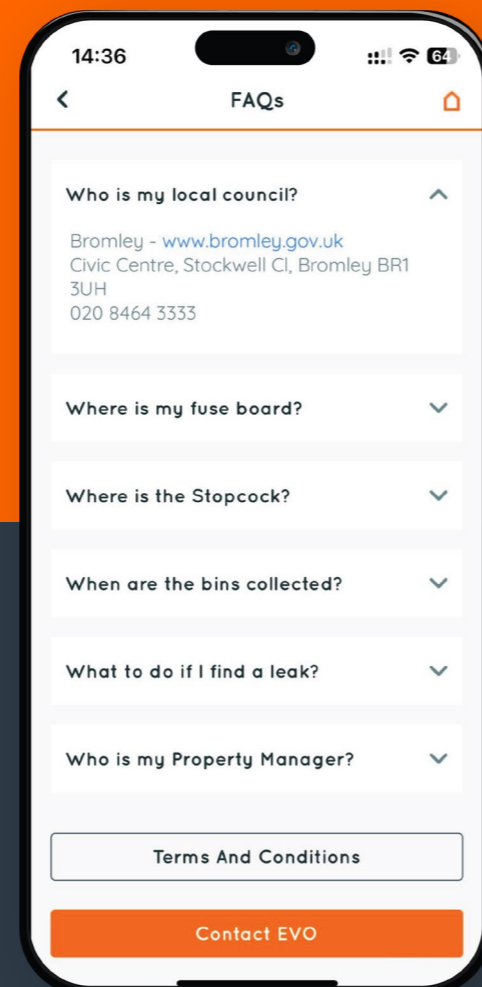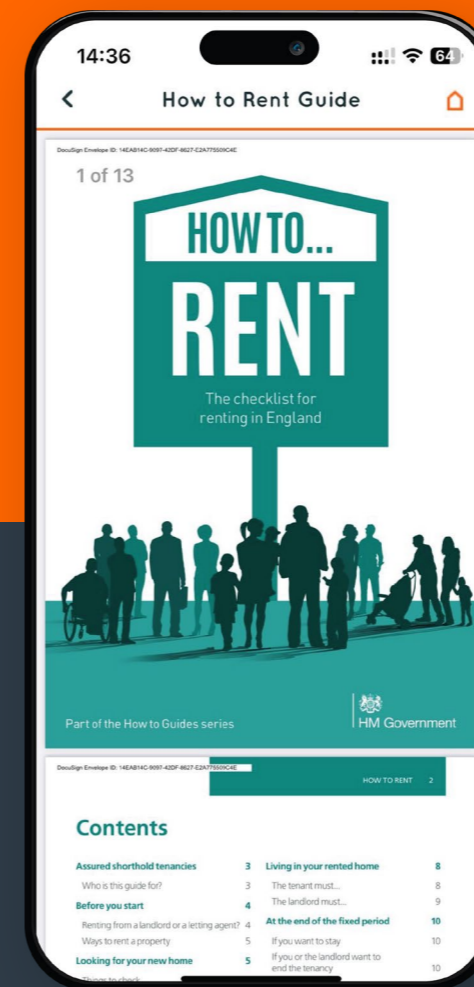- Evo Projects
- UAT Test 28 Aug 2023

Easy access to answers to frequently asked questions

14:36

FAQs

Who is my local council?
Bromley - www.bromley.gov.uk
Civic Centre, Stockwell Cl, Bromley BR1 3UH
020 8464 3333

Where is my fuse board?

Where is the Stopcock?

When are the bins collected?

What to do if I find a leak?

Who is my Property Manager?

Terms And Conditions

Contact EVO

How to Rent checklist

14:36

How to Rent Guide

1 of 13

HOW TO...
RENT

The checklist for renting in England

Part of the How to Guides series

HM Government

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Ways to rent a property	4	If you want to stay	10
Looking for your new home	5	If you or the landlord want to end the tenancy	10

Track all your past and upcoming appointments

14:34

Appointments

40 426
Job Logged Date: Tue 28 Nov 2023 23:00
Status: Complete - In Review
View Job

40 374
Job Logged Date: Thu 16 Nov 2023 23:51
Status: ✓ Pass / Satisfactory
View Job

40 430
Time-slot to be confirmed
Job Logged Date: Wed 29 Nov 2023 16:08
Status: Awaiting Assignment
View Job   Change Availability

EVO