



REPORTING REPAIRS – STUDENT BUILDINGS

If you have a maintenance issue **inside your room**, we want to know about it as quickly as possible so that we can resolve it.

Type of Repair

- **Emergency Repairs**: if there is a serious risk of immediate injury or major damage to the property
This includes repairs such as no water, total power failure, health and safety issues, burst internal pipes, broken lock on your room door.

FOR EMERGENCY ROOM ISSUES

CALL 01204 360920 (24/7 ANSWERING SERVICE)

- **Routine Repairs**: If the problem is not an emergency or urgent it is classed as a routine repair and this should be reported using the FIXFLO system. Routine repairs include fixing things such as broken toilet seat, new bulb required ...

FOR MAINTENANCE ISSUES INSIDE YOUR ROOM CONTACT PRIMO RESIDENTIAL USING THE FIXFLO AUTOMATED REPAIR REPORTING SYSTEM

PRIMO RESIDENTIAL have an automated repair reporting system called FIXFLO.

Here is a link to a short video 'Fixflo for Occupiers': <https://youtu.be/Pxs1YWI42s0>

Here's the link to report a repair (inside your room):

<https://primoresidential.co.uk/tenant-information/report-a-repair>

One of the main benefits of using Fixflo for occupiers is the fact that you have your own account, login and can see all of the repair and maintenance requests you have logged.

FOR MAINTENANCE ISSUES IN THE COMMUNAL AREAS OF THE BUILDING CONTACT Residential Management Group (RMG)

RMG are the **block manager** for **ALL PRIMO RESIDENTIAL student buildings**. They specialise in block and estate management and are one of the largest provider of those services in the UK. RMG look after the **communal areas of the buildings**.

The following is a list of the types of issues you need to report to **RMG**:

- Fire alarm activations
- Roof leaks
- Access issues / Lock outs from the main entrance to the building
- Lift issues (in buildings where this is applicable)
- Electricity outages affecting more than one unit
- Lights in the corridors
- Bin store issues
- Postal issues
- Issues with hot water

RMG CONTACT DETAILS

Phone 0345 002 4444 / email customerservice@rmguk.com

THE COMMON AREAS OF ALL STUDENT BUILDINGS

ARE DEALT WITH BY RMG

The Pack Horse, Bolton

The Bank, Bolton

St. Ann's Lodge, Leeds

Lovell Park, Leeds

Rathmell Hall, York

The Court House, Plymouth

Clyde House, Glasgow

REPORTING AN ISSUE PROMPTLY WILL KEEP YOUR LIVING ENVIRONMENT COMFORTABLE AND ENSURE A SMALL ISSUE DOES NOT TURN INTO A BIG ISSUE

THANK YOU !