



EIDDO CYF TENANT APP INFORMATION SHEET

General Information

For more information, please email
glesnirhys@eiddo-cyf.cymru



Here is an information sheet explaining our maintenance procedures at Eiddo Cyf.

Part 1 – Reporting Maintenance Issues

How it works:

The KPR Tenant App allows you to report any maintenance issue in your property quickly and easily.

Benefits:

- Direct contact with us – for free. There's no cost to use the app.
 - Upload photos – you can send pictures of the issue(s) meaning a faster response.
 - Notifications – receive email and push notifications when there's an update or a message from us.
 - Available in Welsh – use the app in Welsh or English.
-

Part 2 – Inspections

Why and when:

As part of our property management, we carry out inspections every 6 months in order for us to keep an up-to-date record of the property's condition and keep your home safe and compliant.

The process:

- Midterm Inspection: Carried out by Dafydd, our Officer, to check the overall condition of the property.
- Self-Assessment: After 6 months, tenants are asked to complete a short self-assessment, taking live photos of the property.

You will receive an email stating the time and date of the appointment. If for any reason you can't make the specific time please email dafyddwilliams@eiddo-cyf.cymru to re-schedule.

Other Ways to Report Maintenance Issues

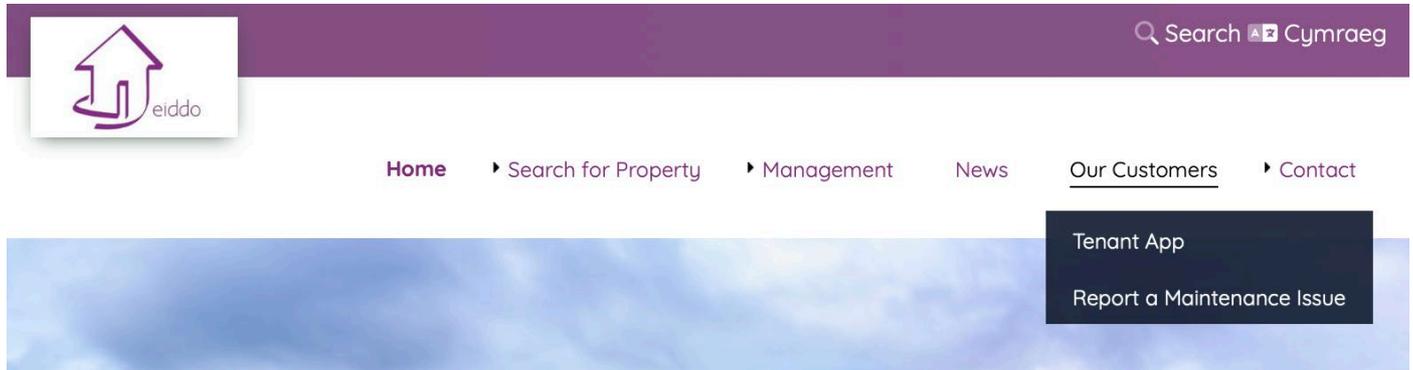
QR Code:

Each household have their own QR code. Keep it safe and simply scan it with your phone's camera and your maintenance message will come straight to us.

Website:

You can also report a maintenance issue on our website:

Go to "Our Customers > Report a Maintenance Issue" and fill in the short form in minutes.



Get in Touch

If you need help:

- Lost your QR code? → Contact us.
- Haven't received your app invitation? → Contact us.
- Want more information? → Contact us.

We'd be more than happy to help.

Yn gywir,
Glesni

Director

Email: glesnirhys@eiddo-cyf.cymru

Phone: 01407 761403

Website: www.eiddo-cyf.cymru



Here is our general QR Code!