

Home Emergency Services

As part of our service to you as tenants, we have partnered with Fixflo and AXA to ensure that if things go wrong in your rental property outside of working hours that there is someone on hand to help seven days (and nights) a week, including bank holidays.

Here's how it works:

Reporting an issue:

To report an issue out-of hours, all you need do is log the issue, as you normally would, using the online report system, which can be accessed on Peter Ball & Co's website [here](#). Alternatively, you can call the emergency phone line directly on [01737 334473](tel:01737334473).

What happens next?

If your maintenance issue could be an emergency, Fixflo's operating system automatically alerts AXA's emergency response team and you will receive a phone call within one hour regarding the issue.

On the call:

An AXA agent will speak to you or other residents in your property to understand the nature of the issue. If they are satisfied that the repair is an emergency, a fully insured and vetted contractor will be booked in to attend your property, and they will be on-site within 24 hours. AXA will maintain phone and email contact with you until the contractor arrives.

What if I don't hear from AXA?

If you don't hear from the AXA team, it is likely that the repair issue is not one thought to be an emergency or it is not covered by AXA's response team. If this is the case, someone will be in touch as soon as possible to resolve the issue for you.

If you have any questions regarding this procedure, please don't hesitate to contact the Peter Ball & Co Property Management team on: [01242 254525](tel:01242254525).