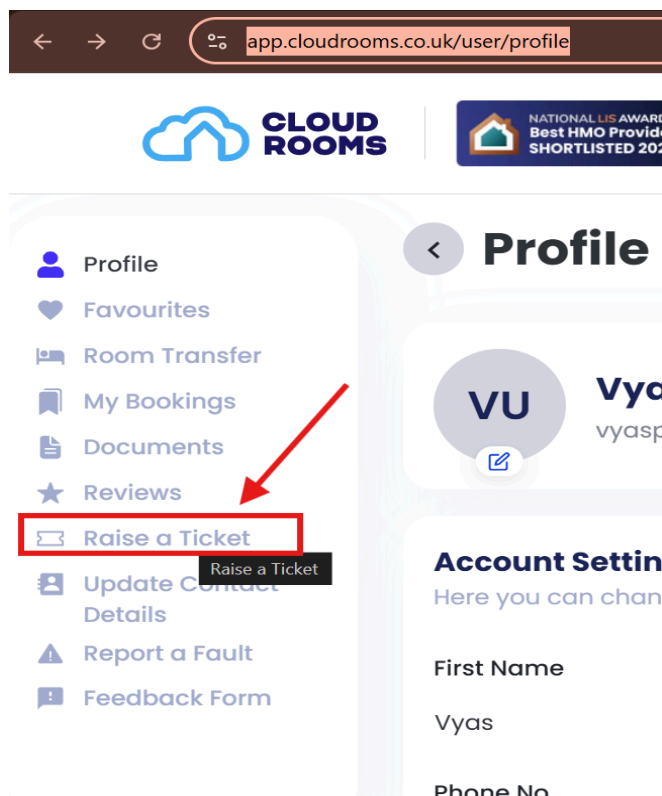
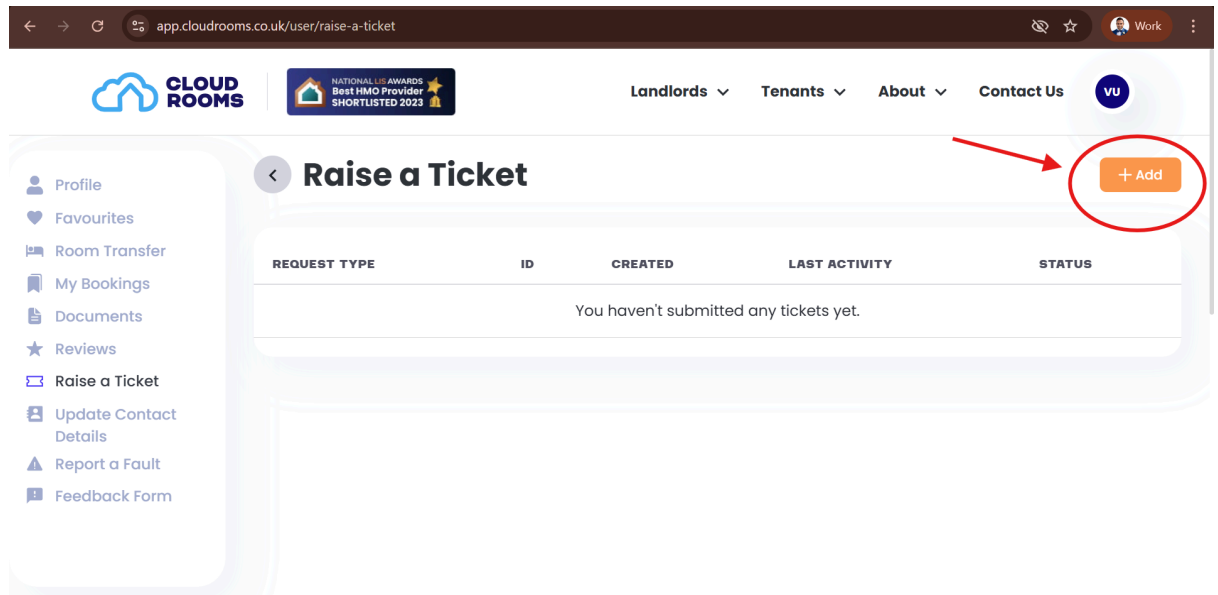


## How to raise a ticket, report a fault and track progress of your request via Cloud Rooms Dashboard?

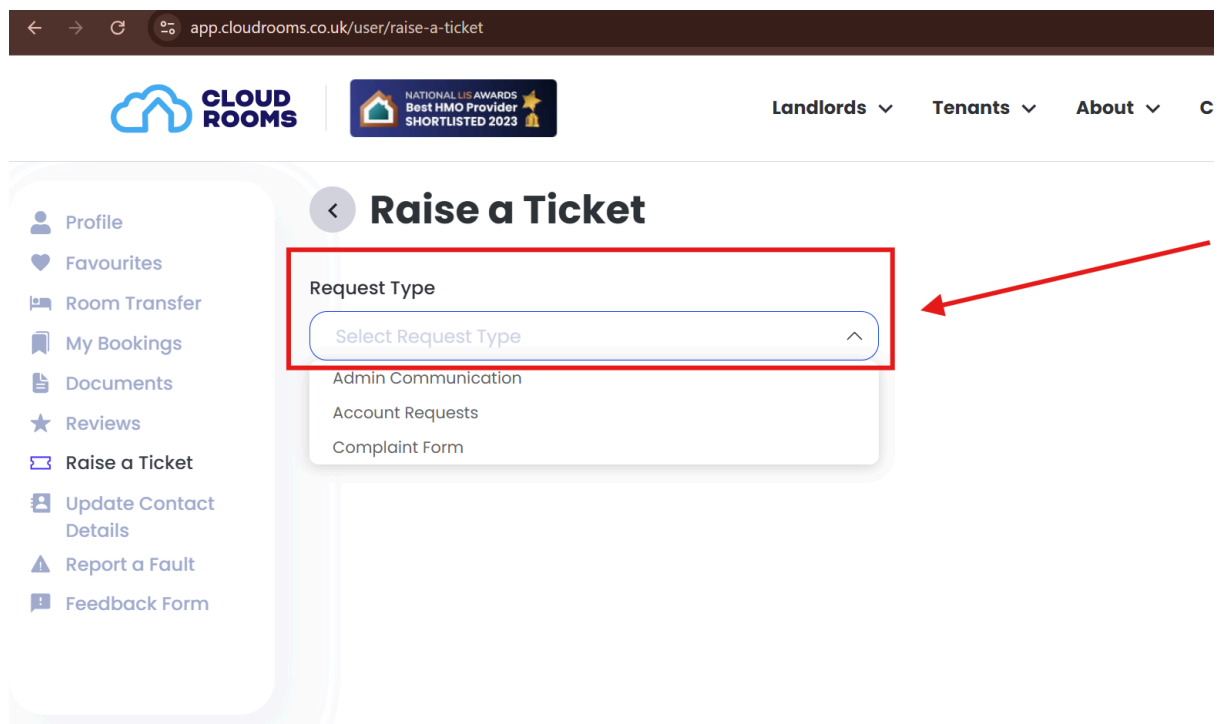
1. **Sign In** your Cloudrooms profile via the link below or if you have not yet registered please Sign Up first and then Sign In:  
<https://app.cloudrooms.co.uk/user/profile>
2. Select **Raise a Ticket** (To request or report anything related to the Admin, Accounts or Complaint)



3. Click on **+ Add** button



4. Click on **Select Request Type**



5. Select the **appropriate Request Type** based on the below request or report:

#### **Admin Communication**

1. Delivery Request
2. Key Request
3. Cleaner Request
4. Billing Request
5. Letter Reference Request
6. Landlord Reference Letter Request
7. Flatmate Conflict/Dispute Report
8. Top-Up Request
9. Wi-Fi Order Request
10. Room Transfer Request
11. Other Requests

#### **Account Request**

1. Termination Agreement Request
2. Notice to My Tenancy
3. Refund Request
4. Deposits Request
5. Receipt Request
6. Rent Payment Receipt Submission
7. Contract Renewal
8. Tenant Extension Request
9. Other

#### **Complaint Form**

If your issue isn't resolved through the relevant department, you can fill up and submit a complaint. **Note:** This should be your last resort after trying to resolve the matter directly with the concerned department.

6. How to make an **Admin Communication request**? Please see the steps and the screenshots demonstrating how to proceed below:

- Select Admin Communication from the list of Request Type
- Add your Phone Number
- Add your Room Number

- Add your Property Address
- Select the type of request you have
- Click on Submit



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## > Raise a Ticket

### Request Type

Select Request Type

Admin Communication

Account Requests

Complaint Form

## < Admin Communication

Full Name	Email Address
Vyas Uppiah	[REDACTED]
Phone No.*	Property Address*
Phone No.	Property Address
Room Number*	What type of request do you have?*
Select Room Number	Select select

Cancel

Submit

## < Admin Communication

Full Name

Vyas Uppiah

Phone No.\*

Phone No.

Room Number\*

Select Room Number ▾

Delivery Request

Key Request

Cleaner Request

Billing Request

Letter Reference Request

Landlord Reference Letter Request

Flatmate Conflict/Dispute Report

Top-up Request

Wi-Fi Order Request

Room Transfer Request

Select select ^

Cancel

Submit

7. How to make an **Accounts request**? Please see the steps and the screenshots demonstrating how to proceed below:

- Select Accounts Request from the list of Request Type
- Add your Phone Number
- Add your Room Number
- Add your Property Address
- Select the type of request you have
- Click on Submit

## > Raise a Ticket

### Request Type

Select Request Type ^

Admin Communication

**Account Requests**

Complaint Form



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## < Account Requests

Full Name

Vyas Uppiah

Email Address



Phone No.\*

Phone No.

Property Address\*

Property Address

Room Number\*

Select Room Number ▾

What type of request do you have?\*

Select select ▾

Cancel

Submit

co.uk/user/raise-a-ticket/new/account-requests

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## Account Requests

Full Name  
Vyas Uppiah

Phone No.\*  
Phone No.











Room Number\*  
Select Room Number ▾

Request Type  
Termination Agreement Request  
Notice to My Tenancy  
Refund Request  
Deposits Request  
Receipt Request  
Rent Payment Receipt Submission  
Contract Renewal  
Tenant Extension Request  
Other  
Select select ^

Cancel Submit

8. How to **lodge a Complaint**? Please see the steps and the screenshots demonstrating how to proceed below:

- Select Complaint Form from the list of Request Type
- Add your Phone Number
- Add your Room Number
- Add the name of the person from the department
- Add your Property Address
- Add the Department name
- Write in a short paragraph the reason for complaint
- Add the Issue due date
- Upload any file(s) as attachment- the size should not be more than 5 MB
- Click on Submit

-  Profile
-  Favourites
-  Room Transfer
-  My Bookings
-  Documents
-  Reviews
-  **Raise a Ticket**
-  Update Contact Details
-  Report a Fault
-  Feedback Form

## < Raise a Ticket

### Request Type

Select Request Type

Admin Communication

Account Requests

**Complaint Form**

oms.co.uk/user/raise-a-ticket/new/complaint-form

## < Complaint Form

Full Name

Vyas Uppiah

Email Address

[REDACTED]

Phone No.\*

Phone No.

Property Address\*

Property Address

Room Number\*

Select Room Number

Which Department?\*

Select select

Name of the Person from the department?

Please Enter

Reason for Complaint (short paragraph)\*

Please Enter



o.uk/user/raise-a-ticket/new/complaint-form

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Ideal due date\*

Select Date

Attachments

Upload Files

or drag and drop files here. The file size should not exceed 5 MB

0 Files selected

Cancel Submit

9. How to **report a fault (maintenance issue)**? Please see the steps and the screenshots demonstrating how to proceed below:

- Click on Report a Fault
- How can we help? What needs to be done?
- Tell us more about it? Describe the issue you are facing or any assistance you require along with attachments.
- Upload the documents/files/photos
- Contact Information- your email address
- Add your phone number
- Add tenant name- your name
- Add your Property Address
- Add your room number
- Add your post code
- Tick the box- receive email notifications
- Click on Submit



Profile

Favourites

Room Transfer

My Bookings

Documents

Reviews

Raise a Ticket

Update Contact Details

**Report a Fault**

Feedback Form

< Profile

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**Account Sett**  
Here you can ch

First Name  
Vyas



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## REPORT A FAULT

How can we help? \*

What needs to be done?

Tell us more about it \*

"Describe the issue you're facing or any assistance you require along with attachments please"

Upload a documents/files/photos (if any available) \*



**Browse Files**

Drag and drop files here

Please add jpg, png or pdf files of size less than 1MB.

## Contact Information \*

Phone Number \*

123 456 789

Tenant Name \*

Vyas Uppiah

Property Address \*

Start typing...

Room Number \*

0



Room Number \*

0

Post Code \*

Start typing...

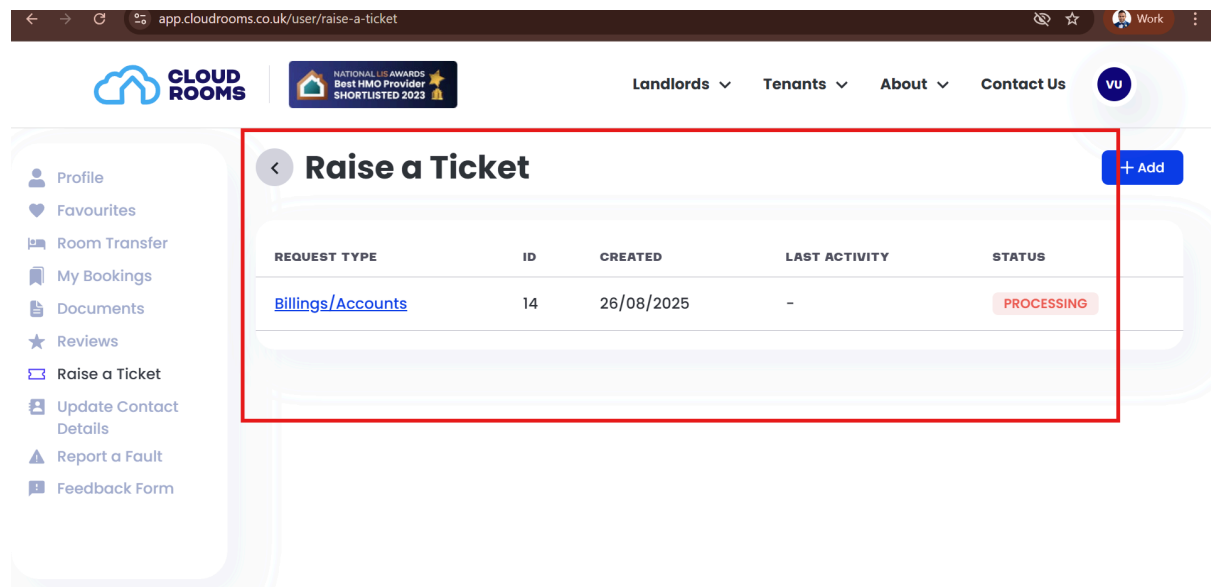
☐

Receive Email Notifications

[Submit](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

10. After raising a ticket; you can follow the progress of your ticket by going to your dashboard in Raise a Ticket section as shown below. It shows your request type, ID, date created, last activity and status is processing. If the task has been completed the status will show completed.

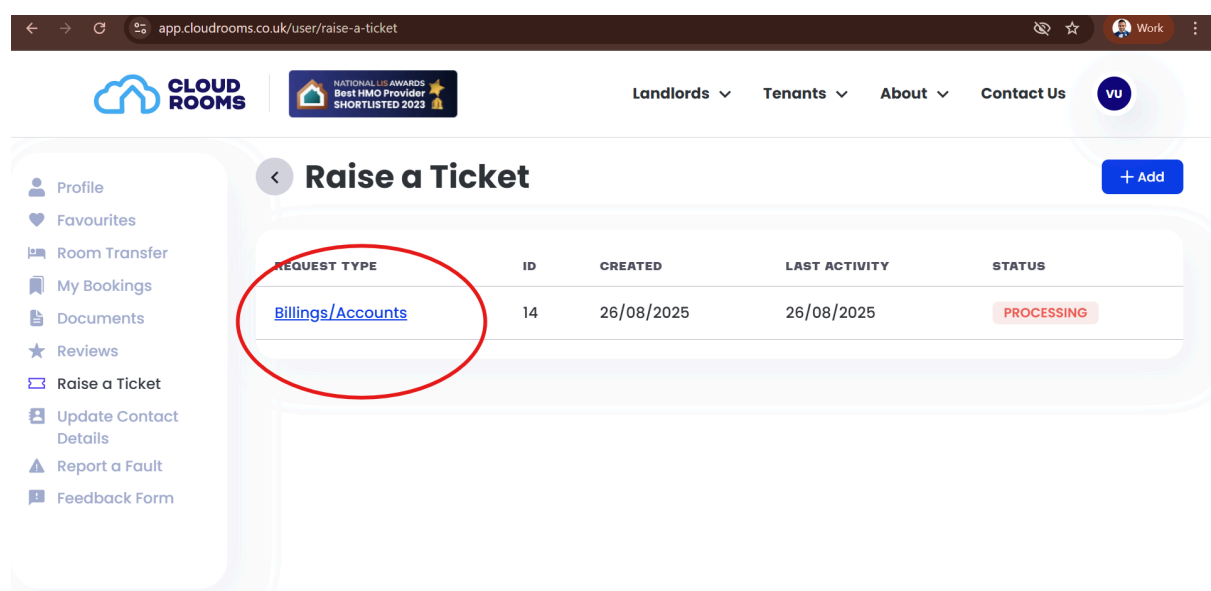


The screenshot shows the 'Raise a Ticket' dashboard. On the left is a sidebar with navigation links: Profile, Favourites, Room Transfer, My Bookings, Documents, Reviews, Raise a Ticket (highlighted), Update Contact Details, Report a Fault, and Feedback Form. The main content area is titled 'Raise a Ticket' and contains a table with the following data:

REQUEST TYPE	ID	CREATED	LAST ACTIVITY	STATUS
<a href="#">Billings/Accounts</a>	14	26/08/2025	-	PROCESSING

A red box highlights the table area. A '+ Add' button is visible in the top right corner of the table section.

11. If you want to view any comment from the relevant team [for example in the screenshot below you can see the Admin has responded to you as a 'task done test' and the dashboard mentioned the date and time they responded to you as well. If you want to add a comment or reply back; you can add comment & upload a file and then you can click submit as per screenshots below:



This screenshot shows the 'Raise a Ticket' dashboard with the same table as the previous one, but with an additional entry in the 'LAST ACTIVITY' column. A red circle highlights the 'REQUEST TYPE' column header and the 'Billings/Accounts' link. The table data is as follows:

REQUEST TYPE	ID	CREATED	LAST ACTIVITY	STATUS
<a href="#">Billings/Accounts</a>	14	26/08/2025	26/08/2025	PROCESSING

The sidebar and navigation elements are identical to the previous screenshot.

app.cloudrooms.co.uk/user/raise-a-ticket/details/14

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Profile Favourites Room Transfer My Bookings Documents Reviews Raise a Ticket Update Contact Details Report a Fault Feedback Form

**Admin**  
11:07 26/08/2025  
task done test

**Add Comment** View All Attachments

write here...

**Attachments**

**Upload Files**  
or drag and drop files here. The file size should not exceed 5 MB

0 Files selected

**Submit**

app.cloudrooms.co.uk/user/raise-a-ticket/details/14

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Profile Favourites Room Transfer My Bookings Documents Reviews Raise a Ticket Update Contact Details Report a Fault Feedback Form

**Add Comment** View All Attachments

write here...

**Attachments**

**Upload Files**  
or drag and drop files here. The file size should not exceed 5 MB

0 Files selected

**Submit**