



TENANT'S GUIDE
**FOR REPORTING
MAINTENANCE**

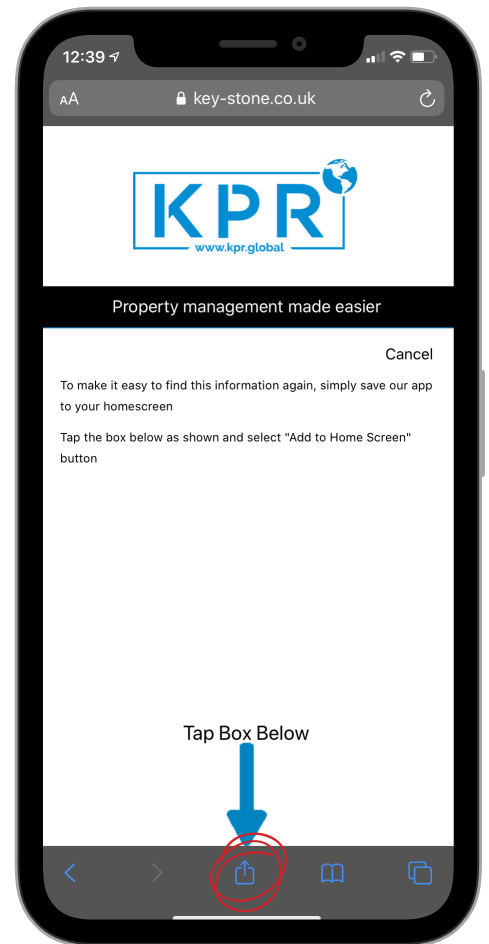
HELP SHEET

Introduction

The quickest way to report any maintenance issues is via the Tenant App. The Tenant App saves busy waiting times on the phone and improves all-round communication. It is also the quickest way for agents to deal with solving maintenance issues.

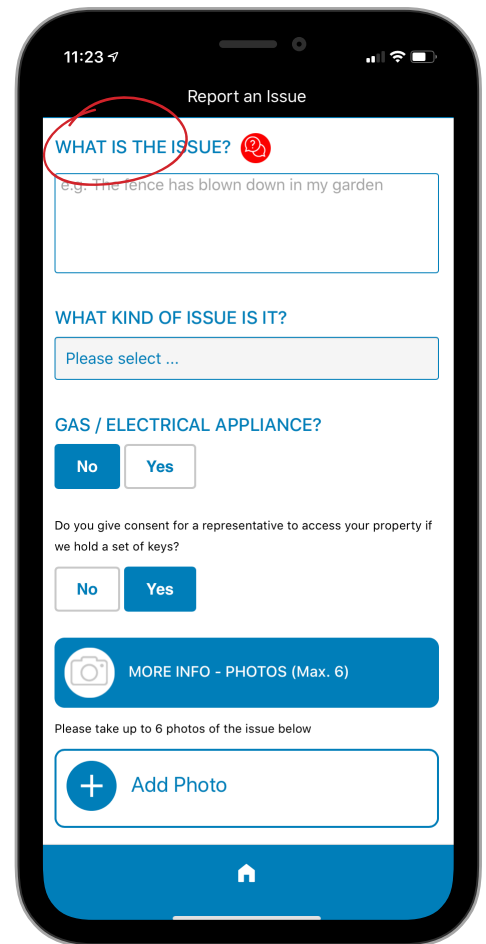
1. Open up the [Tenant App](#) (this would have been sent to you via a link from your agent).

2. Select "Report Maintenance".



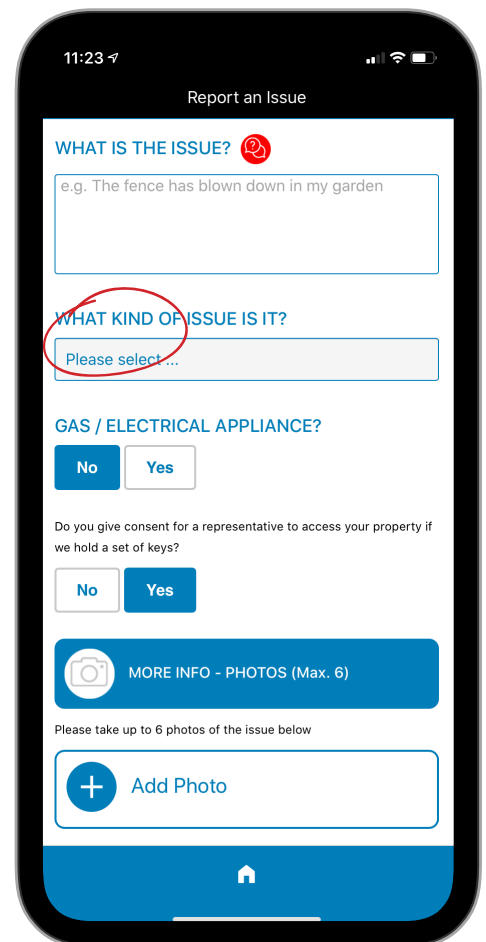
3 "What is the issue?"

Enter as much detail in the free type box as you can, as it speeds up the process. You can also use the [Voice Dictation](#) feature, if you find this easier.



4 "What kind of issue is it?"

It is helpful for the agent to obtain accurate information, to speed up reporting, so the correct maintenance department can be notified swiftly.



5 Gas / electrical appliance?

If an appliance has gone wrong, it is important to record what appliance it is, along with the make and model. The more you can provide; it will speed up the repair process.

6 Consent

If the repair can be undertaken whilst you are not present at the property, e.g. you are working, the issue can be rectified as quickly as possible, with minimal inconvenience to you. Therefore, you will be required to complete the consent within the form submission.

7 Photos

You can add up to 6 photos to your maintenance report.

8 Submit

Once you enter submit, it automatically produces a report and notifies the agent of the issue. You will also get a notification email confirming that your report has been sent to the agent.

TOP TIP: - Remember to include as much detailed information as possible, as this will help an agent speed up the repair time.

e.g. The fence has blown down in my garden

WHAT KIND OF ISSUE IS IT?
Please select ...

GAS / ELECTRICAL APPLIANCE?
 No Yes

Do you give consent for a representative to access your property if we hold a set of keys?
 No Yes

MORE INFO - PHOTOS (Max. 6)

Please take up to 6 photos of the issue below

+ Add Photo

SUBMIT >>

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