FixFlo

Guide for My Future Living tenants





Log on to the website

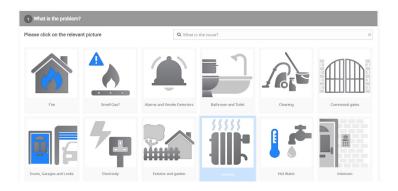
To report a maintenance or repair request please go to our website and click on 'Report a Repair'.

| | FUTURE LIVING | Log in Get passwo |
|--|---|-------------------|
| Welcome to our repair reporting system. Please | e be as descriptive as possible and always provide a phot | |
| Please click on the relevant picture | Q What is the issue? | 2 |



Select the relevant icon

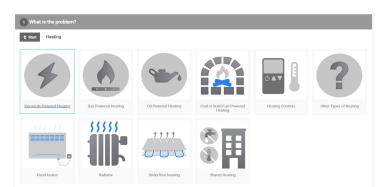
There are icons for different issues, please select the one that you require; i.e. if your radiator is not working, select 'heating'.





Select the exact issue

Depending on what type of issue you have, you may need to narrow down the selection i.e your panel heater isn't working so you would select 'panel heater'.





Fill out the form

Include all details of the fault, any photos you may have, your details, address etc.

| 1 What is the problem? | | | |
|-----------------------------|---|---------------------------|--|
| 1 Heating / Panel heater | | | |
| | | | |
| Electric storage heater not | | | |
| Panel heater display not wo | rking | | |
| Panel heater not working | | | |
| Other | | | |
| Fault detail * | | | |
| Fault detail * | | | |
| | | | |
| | Please include as much useful information as possible about the issue | 4000 characters remaining | |
| | | | |



Review any guidance

At this point there may be some guidance or advice that pops up, which may help resolve the issue yourself. If this does not help please continue through the form.





Submit your request!

Once all of the relevant information is in the form, submit your request and you will receieve instant email confirmation. We'll be in touch shortly to help fix the issue!



Don't have access to the internet?

That's ok, we can still help! Give us a call on 01823 793420, select option 3 and we will work with you to resolve the issue.