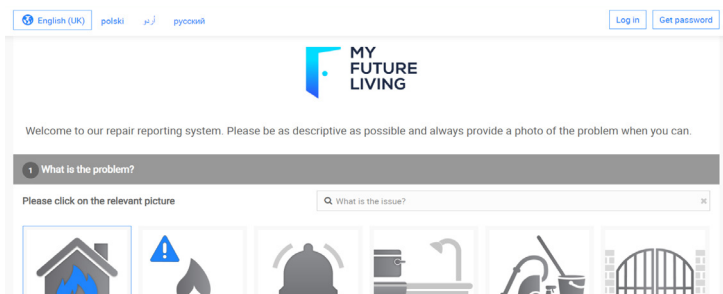
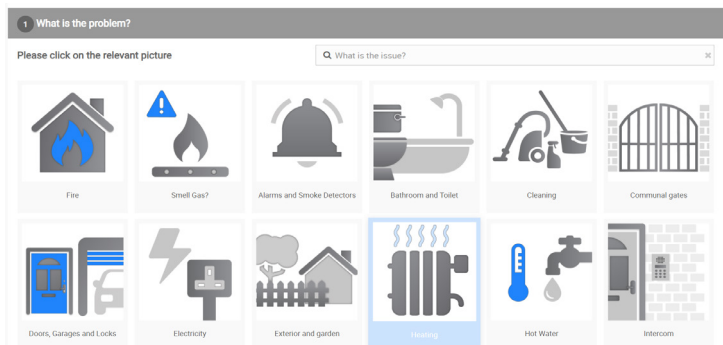


## Guide for My Future Living tenants

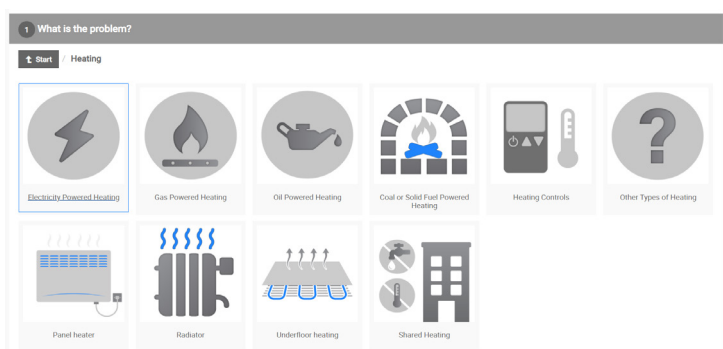
**1 Log on to the website**  
To report a maintenance or repair request please go to our website and click on 'Report a Repair'.



**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'.



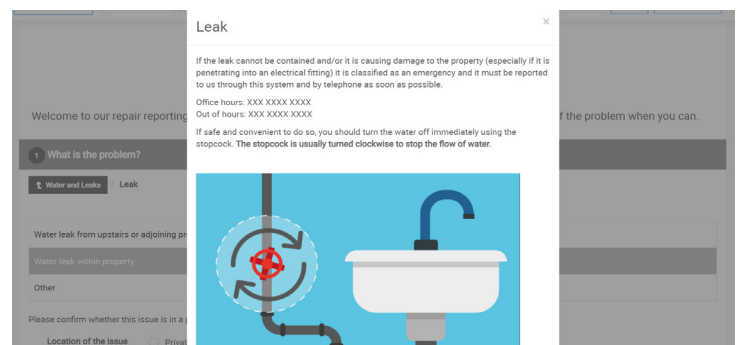
**3 Select the exact issue**  
Depending on what type of issue you have, you may need to narrow down the selection i.e your panel heater isn't working so you would select 'panel heater'.



**4 Fill out the form**  
Include all details of the fault, any photos you may have, your details, address etc.



**5 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.



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

**7 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.