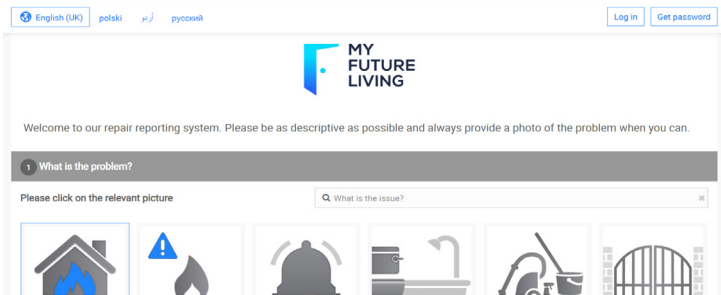


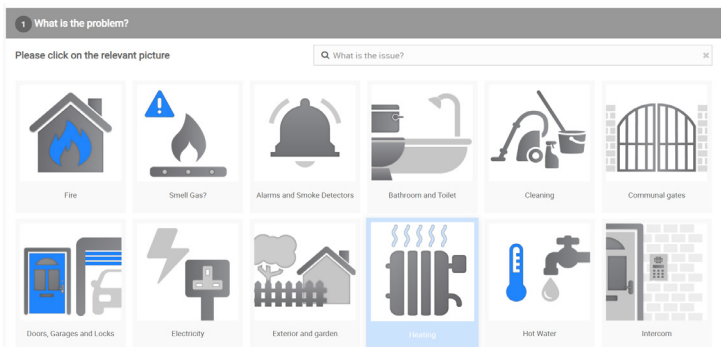
How to report a repair

Guide for My Future Living tenants

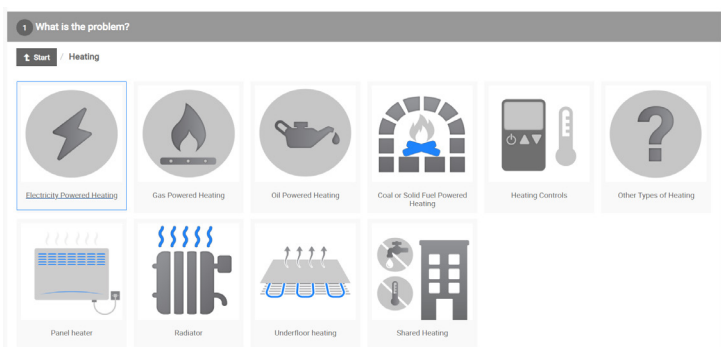
1 Log on to the website
To report a maintenance or repair request please go to our website and click on 'Report a Repair'.



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'.



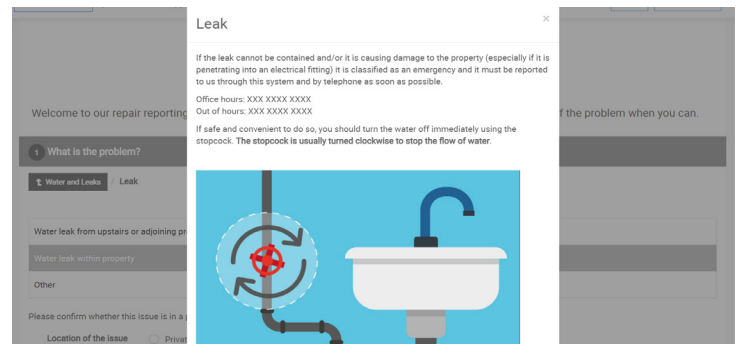
3 Select the exact issue
Depending on what type of issue you have, you may need to narrow down the selection i.e your panel heater isn't working so you would select 'panel heater'.



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.