

# 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'.

#### Report a repair

Reporting a problem or fault in your home at any time with our simple online reporting system. Use the form below to select your issue or repair and you'll receive a fast response from our maintenance experts.

Our aim is to make the process as hassle free as possible for our customers and if we can, visit your home only once. Fixing things first time is not just good for you - it is much kinder to the environment too.

1 What is the problem? English (UK) 中文(简体) (简体) 한국어 日本語

Please click on the relevant picture

Q What is the issue?

Fire Smell Gas? Alarms and Smoke Detectors Bathroom and Toilet Cleaning

### 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'.

1 What is the problem?

Please click on the relevant picture

Q What is the issue?

Fire Smell Gas? Alarms and Smoke Detectors Bathroom and Toilet Cleaning Communal gates

Doors, Garages and Locks Electricity Exterior and garden Heating Hot Water Intercom

### 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'.

1 What is the problem?

Start Heating

Electricity Powered Heating Gas Powered Heating Oil Powered Heating Coal or Solid Fuel Powered Heating Heating Controls Other Types of Heating

Panel heater Radiator Underfloor heating Shared Heating

### 4 Fill out the form

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

1 What is the problem?

Heating Panel heater

Electric storage heater not working

Panel heater display not working

Panel heater not working

Other

Fault detail \*

Please include as much useful information as possible about the issue 4000 characters remaining

### 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.

Leak

If the leak cannot be contained and/or it is causing damage to the property (especially if it is penetrating into an electrical fitting) it is classified as an emergency and it must be reported to us through this system and by telephone as soon as possible.

Office hours: XXXX XXXX XXXX  
Out of hours: XXX XXXX XXXX

If safe and convenient to do so, you should turn the water off immediately using the stopcock. The stopcock is usually turned clockwise to stop the flow of water.

Welcome to our repair reporting

1 What is the problem?

Water and Leaks Leak

Water leak from upstairs or adjoining property

Water leak within property

Other

Please confirm whether this issue is in a

Location of the issue Private

### 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!

### 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.