How to report a repair



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'.

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.

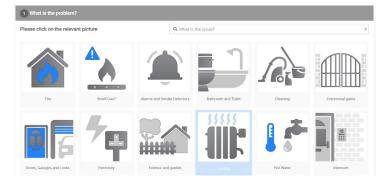
Our aim is to make the process as hassle free as possible for our customers and if we can, visit your home only once Fixing things first time is not just good for you – it is much kinder to the environment too.





Select the relevant icon

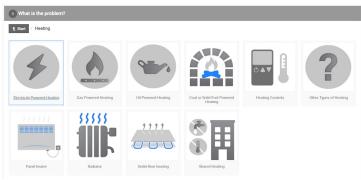
There are icons for different issues, please select the one that you require; i.e. if your radiator is not working, select 'heating'.





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 heate	r		
Electric storage heater not	wating		
Panel heater display not w			
Panel heater not working			
Other			
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.