

TO REPORT A MAINTENANCE ISSUE

YOU WILL HAVE TO DOWNLOAD THE DIRECT REPAIRS APP

To install

- Open your app store and search for the app called **'DIRECT REPAIRS'**
- Open the app and tap on **'Sign up – Tenant'**
- You will then need to fill in your contact information and **create a password**
- *Please ensure that your password is noted down or is easily remembered*
- Then tap on **'Sign Up'**
- You will then be prompted to link your account to our agent account, tap on **'ok'**
- Please then fill in the property you rent full address
- At the bottom of the screen you will then enter the agent code: **1S417SA**
- If entered correctly our logo will appear to the right hand side, where the camera icon was
- Then tap save, your account is now linked.

To report a maintenance issue

- Open the app and log in if prompted
- Click on **'New Repair Request'** (the middle icon)
- You will then be prompted with a series of questions and tap appropriately
- If none of the issues you are prompted with are applicable you will come to the end and click continue
- You will then be asked to fill in the description of the issue, the location and if you know it what tradesperson you will require (don't worry if you don't know)
- Then you select the priority rating of the issue
- As you scroll down you can then attach videos, or photos it will ask you for access to your photos this is just to submit the ones you have taken
- Then tap on submit.
- You can then check the status of the repair by clicking on "open repair requests" in the home screen, should we need further information we will contact you through the app.

IN CASE OF EMERGENCY USE THE EMERGENCY CONTACTS GIVEN AT CHECK IN NOT THE ICON ON THE APP