

Active Repairs User Guide

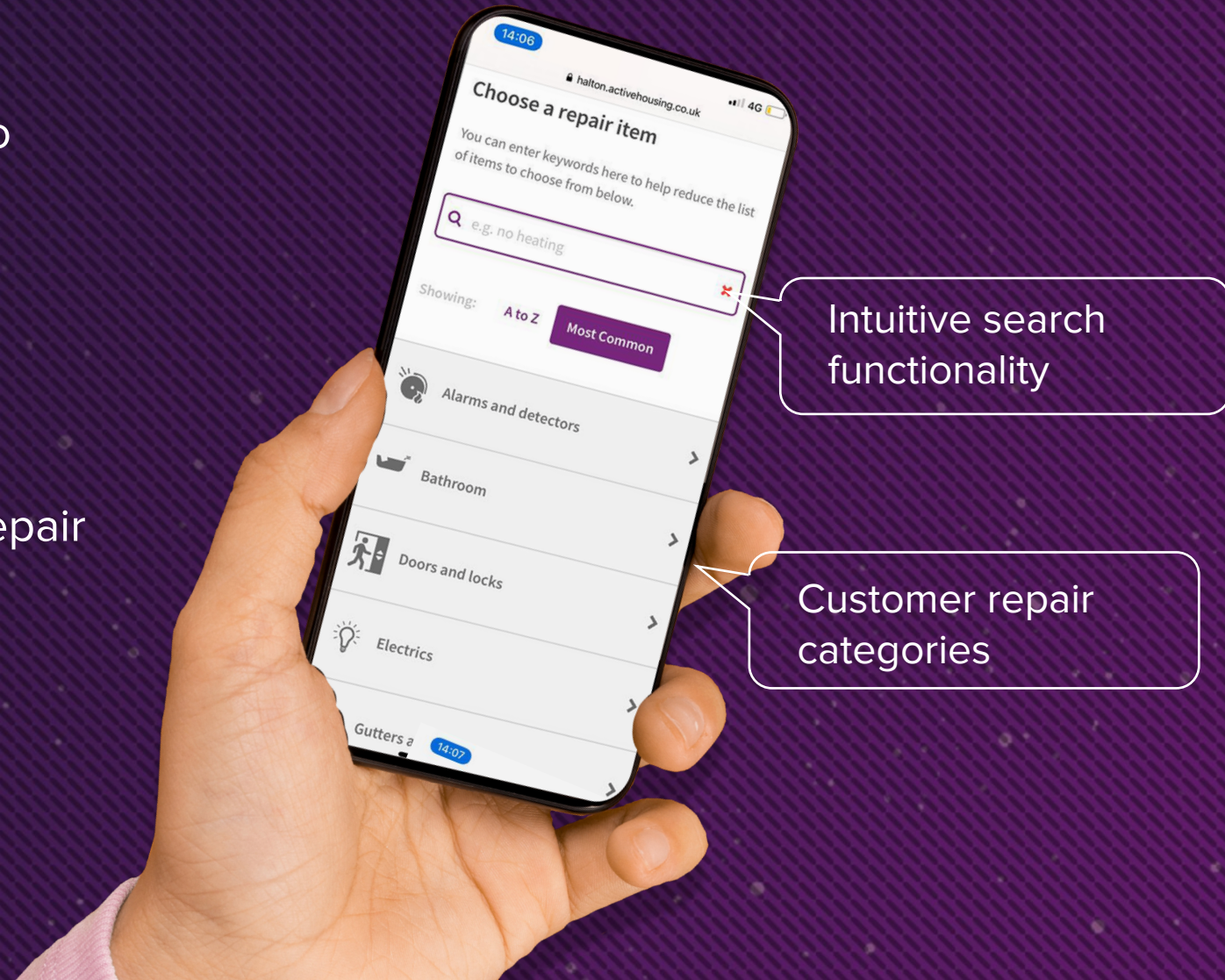


What is Active Repairs?

This is our brand new tool for customers to report and book repairs.

There are essentially three stages:

- Select your problem
- Show appointment availability
- Select appointment and schedule the repair




Front page when the repair tools is opened

If you think you smell gas, click here >

Choose a repair item


You can enter keywords here to help reduce the list of items to choose from below.

Showing: **A to Z** Most Common


 Alarms

Carbon Monoxide alarm is faulty >

Smoke alarm is faulty >

 Bathroom

>

 Communal

>

Key search word bar

Categories

Problems

How to log a repair

Choose a repair item

You can enter keywords here to help reduce the list of items to choose from below.

🔍 socket



Showing:

A to Z

Most Common



Electrics



Socket or light fitting is faulty



If you can't find your repair online, please contact us on 0303 333 0101.

1. Type in the key word in the search bar (e.g. tap, door, socket).

2. Select your problem, by clicking on the problem that is the nearest description to your repair.

How to log a repair

Is this a safety concern? See help

Yes >

No >

? I need help choosing

Is it a safety concern? x

Will only be a safety hazard and an emergency if there is

1. Exposed bare wires, where young children are at risk of touching
2. Smell of burning from individual sockets or fittings
3. Electric shock or sparks from sockets or fittings
4. The electrical socket is used for medical equipment and which cannot be plugged in to another socket

3. Complete the questions by selecting the appropriate answer.

4. If unsure, click on 'I need help choosing' which will provide some guidance to answer the question.

How to log a repair

< Back

≡ Show my answers

Tell us more

Description of the problem (optional)

The kitchen socket is not working

📷 Add a photo (optional)

Continue with booking >

5. Complete the 'tell us more' page to provide more details about the repair, this will be passed to the technician completing the repair.

6. Select 'continue with booking'.

How to log a repair

Basket

1. Bath panel is damaged or cracked

Remove

Phone number

xxxxxxxx

Continue with booking >

+ Add another repair items my basket

7. Add your contact number for the repair, this is the number used for text message confirmations of your appointment.

8. Add another repair if there is more than one repair to report, this will ensure repairs for the same trade are combined in one appointment. Or, continue with booking if reporting a single repair.

How to log a repair

The screenshot shows a web interface for logging a repair. A white confirmation pop-up is centered on the screen, asking 'Are you sure you want to continue? You cannot return to modify your repair request.' with 'Cancel' and 'OK' buttons. The background is dimmed. The 'Basket' section lists '1. Socket or light f' with a 'Remove' button. Below is a 'Phone number' field containing '07741286793' and a checked checkbox 'Please confirm you have acknowledged this page.' At the bottom, a 'Continue with booking >' button and a '+ Add another repair items my basket' button are visible. Red rectangles highlight the 'OK' button in the pop-up and the 'Continue with booking >' button.

Basket

1. Socket or light f

Show my answers

Phone number

07741286793

☒ Please confirm you have acknowledged this page.

Continue with booking >

+ Add another repair items my basket

9. Once all repairs have been added, select continue with booking.

10. A pop up box a reminder to make sure you have added all your repairs, select OK to continue to book or cancel to add another repair.

Appointments

Appointments can be displayed as a list
(see opposite)

Or if you select calendar view you can pick
a day (see below)

Jobs Logged

Now book your appointment(s).

Job Reference: A16057796978393

This job includes:
Bath panel is damaged or cracked

Choose an appointment slot List View

<

Best ★	Fr 20 Nov	Sa 21 Nov	Su 22 Nov	Mo 23 Nov	Tu 24 Nov	We 25 Nov
-----------	-----------------	-----------------	-----------------	-----------------	-----------------	-----------------

>

Fri 20th Nov, 08:00 - 11:00 ★ >

Fri 20th Nov, 11:00 - 14:00 ★ >

Fri 20th Nov, 14:00 - 17:00 ★ >

Jobs Logged

Now book your appointment(s).

Job Reference: A16019061103845

This job includes:
Socket or light fitting is faulty

Choose an appointment slot Calendar View

Tue 6th Oct, 08:00 - 11:00 ★ >

Tue 6th Oct, 11:00 - 14:00 ★ >

The best slot is an appointment with
reduced travel and will help us reduce our
emissions.

How to select your appointment

Jobs Logged

Now book your appointment(s).

Job Reference: A16019061103845

This job includes:
Socket or light fitting is faulty

Choose an appointment slot [Calendar View](#)

Tue 6th Oct, 08:00 - 11:00 [★ >](#)

Tue 6th Oct, 11:00 - 14:00 [★ >](#)

Tue 6th Oct, 14:00 - 17:00 [★ >](#)

Tue 6th Oct, 17:00 - 20:00 [★ >](#)

[View more slots](#) None of these slots are suitable

[Book selected slot\(s\) >](#)

11. Select the most convenient appointment date and slot. If you select calendar view.

12. If the appointments shown are not suitable select 'view more slots' or select calendar view to pick the day you need.

13. Choose the appointment and select book selected slot.

How to select your appointment


Jobs Logged

Now book your appointment(s).

Job Reference: A16019061103845

This job includes:

Socket or light fitting is faulty

 **Tue 6th Oct, 17:00 - 20:00**

[Back to appointment booking](#)

[Book selected slot\(s\) >](#)

14. Confirm appointment the appointment by clicking book selected slot.

15. The appointment can be changed by selecting back to appointment booking.

Confirmation of repair and appointment

✓ All Done

The following repair items are now booked.

Job Reference: A16019061103845

This job includes:

Socket or light fitting is faulty

 **Tue 6th Oct, 17:00 - 20:00**

 **Print this page for your records**

Return to Start 