

awen



MyAwen App User Guide

How to report (and view) a repair on MY Awen App

Viewing outstanding, previously completed and communal repairs.

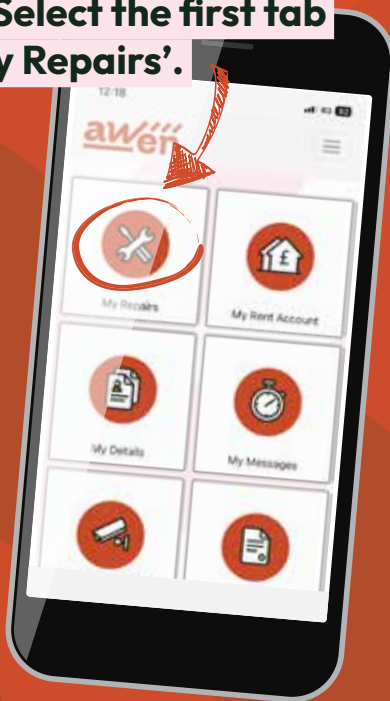
Ensuring that everything runs smooth in your nest is important to us. If you've spotted a problem, please let us know, so we can ensure everything's in tiptop shape for you.

1. Fix it faster: report a repair.

Let's get started, head over to MyAwen app and you will be greeted by our homepage...



2. Select the first tab 'My Repairs'.



3. You will now see 'My repairs' page.

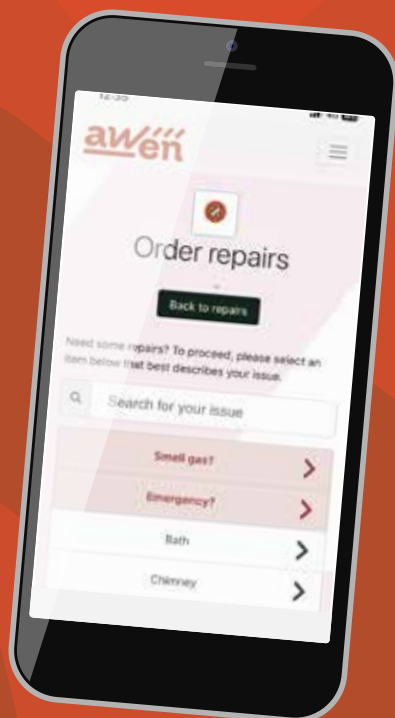
To report a repair, click 'report a repair'.



4. You should now see 'Order Repairs'.

Please select from the list of options.

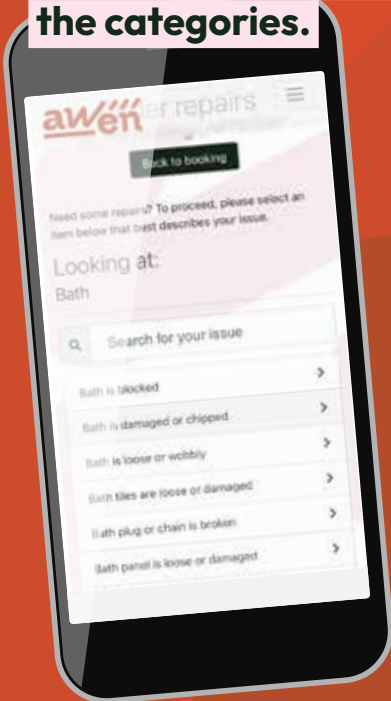
Please note: you can report more than one repair at a time so the applicable repair/repairs are selected.



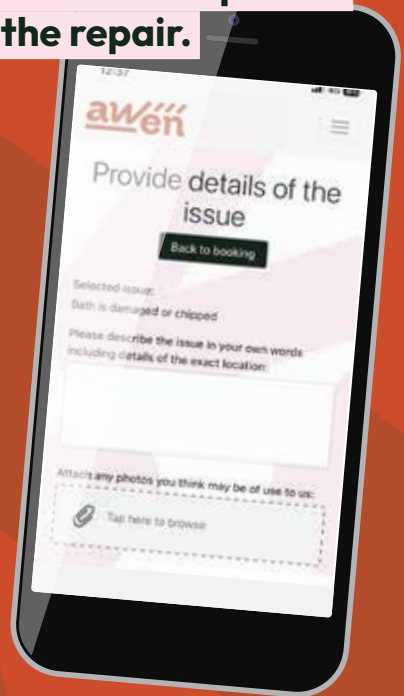
Quick Tip!

Keep scrolling down this page to view repairs history, including outstanding or recent repairs. These can include communal areas repairs.

5. Once you've selected the appropriate repairs category, search and select your issue from the categories.



6. We will then need to identify the issue, plus add any additional information. Type in the box to describe the issue and exact location. If you can, please include photos of the repair.

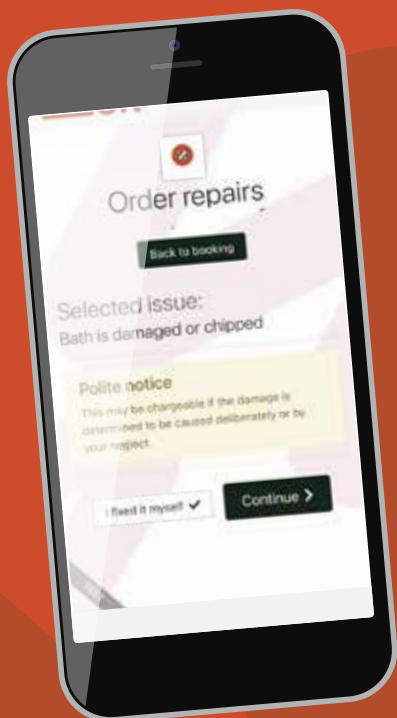


Quick Tip!

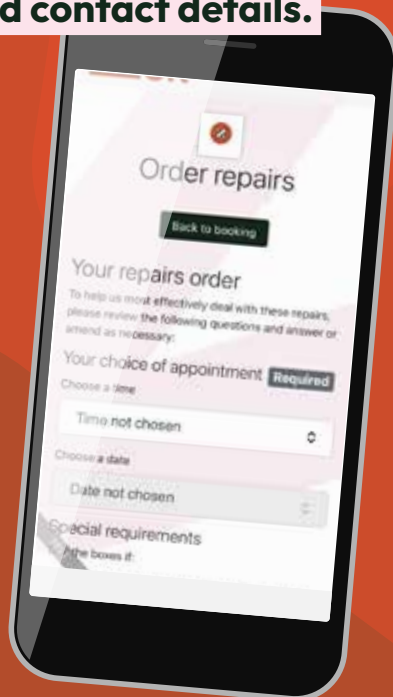
There is potentially a charge for us carrying out a repair, we will highlight this before completing the repair booking.

7. To continue with your booking and report a repair, click 'continue'.

If you decide to proceed with your repair request, we will now schedule the repair at a time and date that is convenient for you.



8. Please click the drop downs to select a convenient day and add contact details.



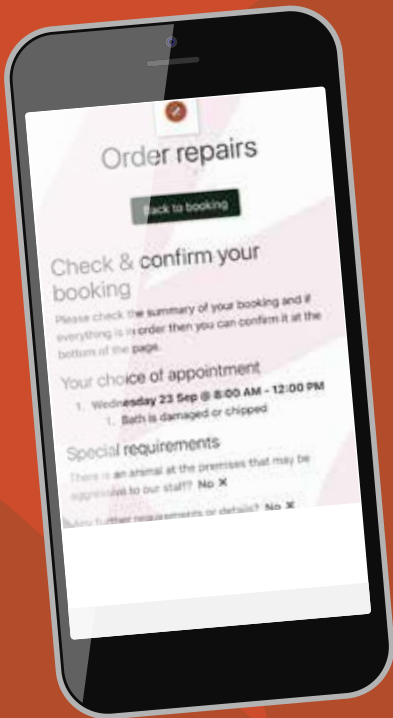
Quick Tip!

You can also add additional requirements, including avoiding the school run.

9. Final check -you will be directed to this summary page.

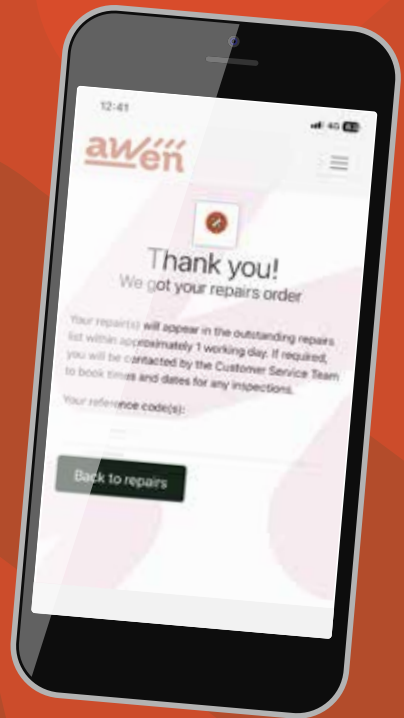
Once you've read the summary, if you're happy with the details, please click 'confirm'.

If you'd like to amend information before pressing confirm, please select 'back to booking'.



10. Hoot hoot hooray! We've got your repairs, thank you!

You will now have see confirmation of your repair accompanied with a unique reference number.



We have created a suite of 'How to' guides to help you to use the App, if you are struggling, please contact us on **0345 677 2277** and we will be happy to talk you through what you need to do.



If you require this document in Welsh or any other language, large print, Braille or in an audio format. Please contact the **0345 677 2277** or email **customerservices@awenhomes.co.uk**



We welcome correspondence in Welsh. If you contact us in Welsh, we will respond in Welsh and this will not lead to a delay.

Rydym yn croesawu gohebiaeth yn Gymraeg. Os byddwch yn cysylltu â ni yn Gymraeg, byddwn yn ymateb yn Gymraeg ac ni fydd hyn yn achosi unrhyw oedi.

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