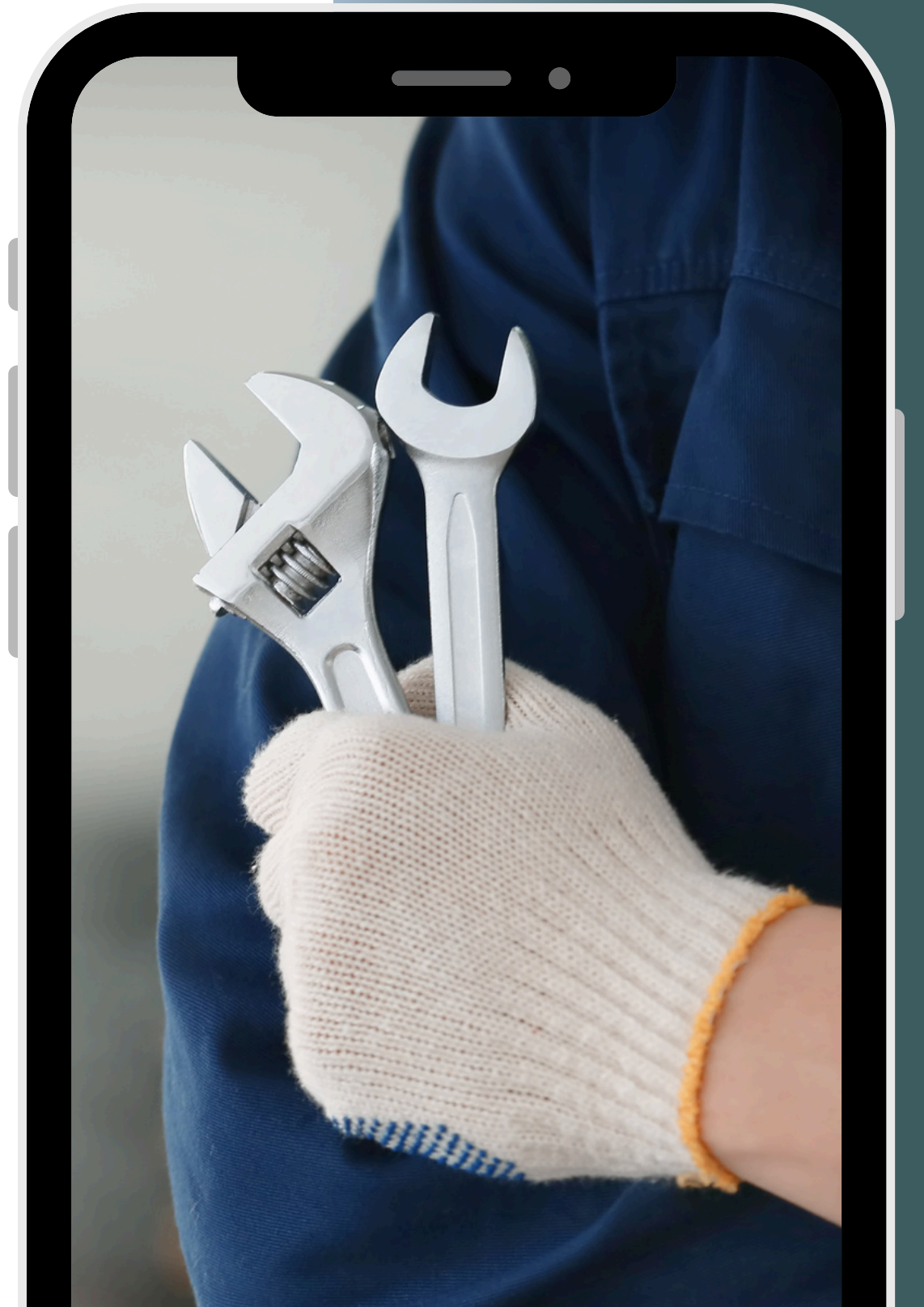




TENANT REPAIR PORTAL

REPORT, REPAIR, RELAX

TUTORIAL STEP BY STEP



Tenant repair portal **Step 1**

The image displays two smartphone screens side-by-side, showing the Caridon Group tenant repair portal. Both screens have a status bar at the top showing the time as 4:49 and a battery level of 49%.

Left Screen: Report a repair

- Header: Report a repair
- Logo: CARIDON GROUP
- Section: Report your Repair
- Text: Please provide the following information
- Section: Resident TE Reference *
- Text: The reference number will be included in your Welcome Pack. If you don't know it, please call 0203 856 3607 or visit your site office.
- Form: A text input field for the Resident TE Reference.
- Section: Contact information
- Text: This will be used to contact you if required and to send you progress updates.
- Form: Email address *
- Form: Phone number *
- Button: Get started

Right Screen: Hello Calah

- Header: Hello Calah
- Text: Based on your provided information, we identified you as **Calah Sanchez** with an address in **SM5 1RU**.
- Text: If this is not you, please contact us on **0203 856 3607**.
- Button: Next
- Footer: Privacy [link](#) Cookies [link](#) Terms [link](#)

Enter your details

To report a repair you will need your Unique TE reference number that would have been provided to you at the beginning of your tenancy. You can locate this on your Tenancy Agreement or within your move in pack.

This ensures that you are reporting for your property only.

Include your email address and phone number so we can update you throughout the process.

Select the problem

Select the option which relates best to your repair, you will be taken through to more options to narrow this down.

In some cases a DIY prompt may appear, please read this and try the resolution attempt presented. This may resolve the issue and avoid an unnecessary call out.

The screenshot shows the 'What is the problem?' screen with a breadcrumb trail: Appliances > Fridge > Fridge does not work correctly. Below the breadcrumb, there is a text prompt: 'Make sure the thermostat is set correctly, the vents are clear, and the door is sealing properly.' At the bottom, there are two buttons: 'Continue' and 'Cancel'.

Tenant repair portal

Step 2

The two screenshots show the 'Report a repair' screen. The left screenshot shows the 'What is the problem?' screen with a search bar and a grid of categories: Emergency, Appliances, Bathroom, Kitchen, Boilers and heating, and Doors. The right screenshot shows the 'What is the problem?' screen with a grid of appliance types: Dishwasher, Freezer, Fridge, Hob, Oven, and Tumble dryer. The bottom of both screenshots shows the URL 'caridon.sandbox.plentific.com' and a mobile browser interface.

*The example used here is for a broken refrigerator.
We selected 'appliances' → 'Fridge' → 'Fridge does not work correctly'*

Tell us what the issue is

Complete the form in as much detail as possible. By doing this we are fully prepared when one of our operatives arrives at your property to complete the work - with less chance of a repeat visit.

There is a built in AI system which can review your information and help word it better if required.

Uploading a photo is mandatory, please include as many pictures as you need.

1:07 66

< Report a repair

What is the problem?

< Fridge Fridge does not work correctly

What is the make and model of your appliance (if known)?

Samsung

Work order description

Describe the issue in detail *

B I U

The fridge is not getting cold enough, my food is not lasting very long and the light is no longer working

Refine

Improve this description with AI
Get suggestions on how to improve the clarity of your description. To get the best results possible, make sure your description is complete before pressing the Review button.

Review

caridon.sandbox.plentific.com

1:07 66

< Report a repair

Attach pictures or documents *

Please add photos, videos or audio files to help explain the problem (max. 20mb each). This will help your repair being completed on the first visit and reduces the need to answer additional questions.

image.jpg

+ Add attachment

Next

[Privacy](#) [Cookies](#) [Terms](#)

caridon.sandbox.plentific.com

Request Sent

Your request has now been successfully submitted to the Caridon Maintenance team.

Sit back and relax while we get to work planning your job. A member of the team will be in contact with your time slot.

You will be updated via email throughout the process.

