



DirectRepairs

Simpler Lettings Repairs

We would like to welcome you to your free trial of the Direct Repairs mobile app for maintenance reporting.

We have created this document to help get your started and give you a few tips.



e.g High Street, London

By signing up, you agree to our [Terms and Conditions](#)

Please use the email address you would like your email notifications to be sent. This will normally be your maintenance inbox.

This is the number of your premises, for 1 High Street, simply enter '1'

In the emergency number, you can enter the either your out of hour's tradesman or the office number

Please choose your own password.

Please visit <https://directrepairs.co.uk/register> and complete the form, once you click submit, please send me an email to Support@directrepairs.co.uk and I will activate your free trial account for 30 days.

I will email you back to let you know your trial has started.

App Downloads

Please use the below links to download the app or simply search Direct Repairs in the Apple app store or Google play.



Apple

<https://appsto.re/gb/0fU9cb.i>

Android

<https://play.google.com/store/apps/details?id=com.rhls.directrepairs>

Logging in Agents & Tenants

••••• EE WiFiCall 15:54 53%



Please login or sign up:

Email Address

Password

login

Forgot Password?

sign up - tenants

<http://www.directrepairs.co.uk/>

AGENT

To sign in to your agent, please enter the email and password you registered with.

TENANT

If you would like to create a tenant account to test the app, please click on 'sign up - tenants'

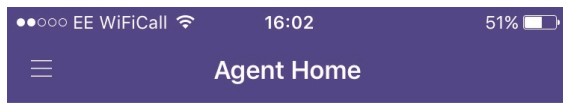
You will then be prompted to link to your agent account

YOUR UNIQUE CODE

(number of your premises + postcode) in our example it would be 1NG12ET

If you're a returning tenant, simply enter your email address and passwords

Agent Home screen



New Repair Requests



Open Repair Requests



Completed Requests



Create Request



View Users



Edit Profile

Agent code: 1W1B2EG
User: agent@directrepairs.com

Logout

The agent home screen has 6 icons

New Repair Requests – when you get a maintenance request you will receive an email and on entering the app will see a red !

Open Repair Requests – once you have actioned a new repair request its moved to the open icon.

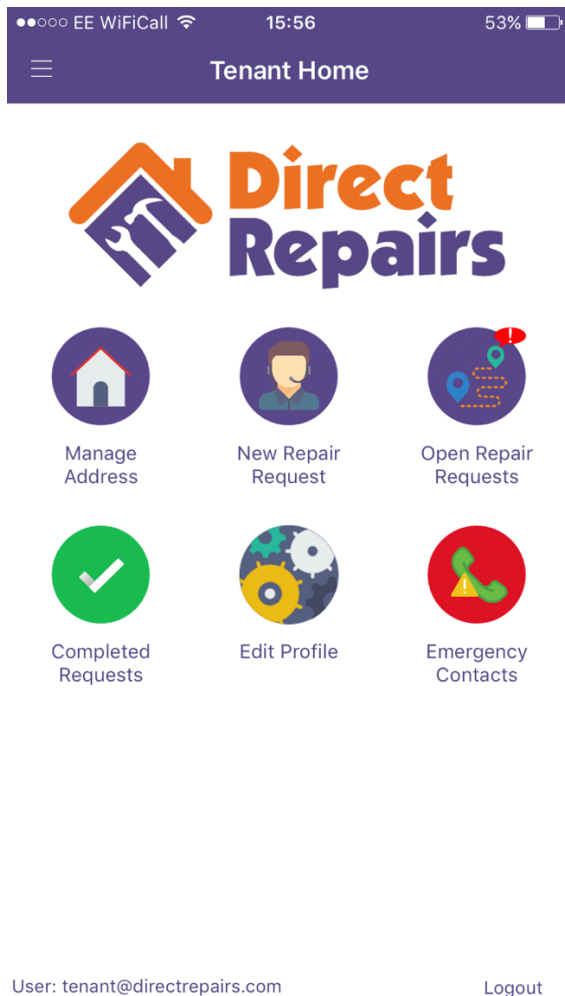
Completed Requests – Once a repair request is completed its stored in the completed icon, here you can search by address and export a pdf summary report.

Create Request – this allows you as the agent to manually input a job

View users – here you can view your current users and also unlink tenants if they leave the property.

Edit profile – allows you to upload your logo, which is then displayed on your tenants account.

Tenant Home screen



The tenant home screen also has 6 icons

Manage address – if the tenant moves to another one of your properties they can use this to change the address.

NOTE! They can't update the address if they have active maintenance requests.

New Repair Request – this is the main function within the app, the tenant is guided through 5 safety questions and the completion of a maintenance report.

Open Repair Request – once the request is submitted the tenant can see the request in this icon.

Completed Requests – again the requests are stored in this icon.

Edit profile – allows the tenant to update their profile

Emergency contacts – this displays the telephone numbers entered in the agent account. The tenant can also make calls from the app.

As the developers, if there are suggestions or features you would like including, please feel free to contact us or visit the website www.directrepairs.co.uk

We look forward to working with you in the future.

The Direct Repairs Team