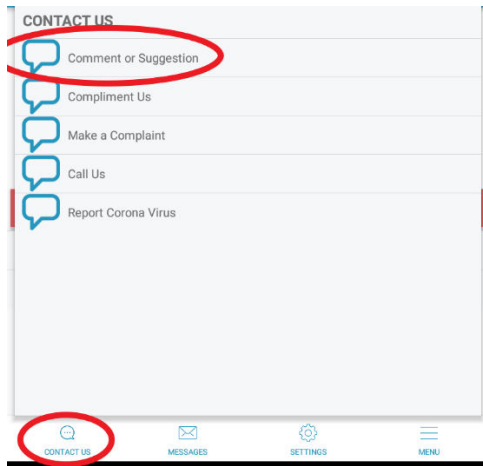


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Making a comment or suggestion

To make a comment or suggestion in-app, tap the 'Contact us' button in the bottom left corner of the app. Once there, in the list of options, select 'Comment or Suggestion'.



On the proceeding page you will be asked what your comment/suggestion is about, and you will have some space to write out your comment. There is also a button to indicate whether you have reported something similar before. Once you have filled out all the fields, a 'Submit my request' button will appear. Tap this to send your comment/suggestion to us.

What is your comment or suggestion about?

My data

Please provide some additional information regarding the comment or suggestion

How is my data protected under GDPR?

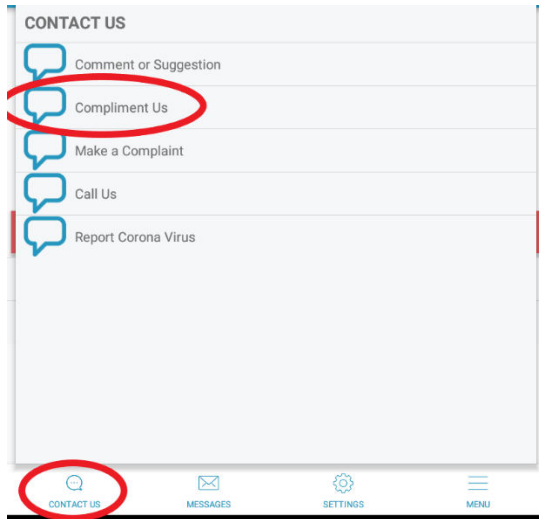
Have you reported this before?

Yes No

Submit my request

Complimenting us

To compliment us in-app, tap the 'Contact us' button in the bottom left corner of the app. Once there, in the list of options, select 'Compliment Us'.



On the proceeding page you will be asked what your compliment is about, and you will have some space to write out your comment. There is also a button to indicate whether you have complimented us regarding something similar before. Once you have filled out all the fields, a 'Submit my request' button will appear. Tap this to send your compliment to us.

What would you like to compliment us about?

Repairs

Please provide some additional information regarding the compliment

Thanks for your great service and prompt repairs!

Have you told us about this before?

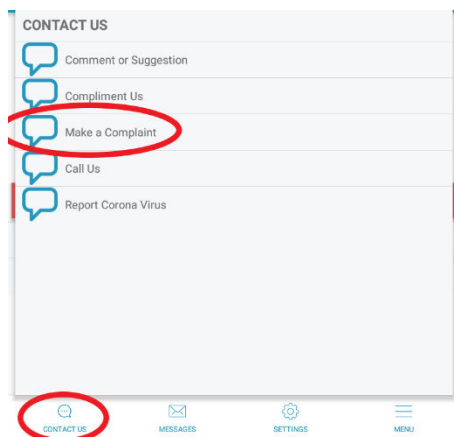
Yes No

Thank you for complimenting us. We aim to get back to you within 5 working days.

Submit my request

Making a complaint

To make a complaint in-app, tap the 'Contact us' button in the bottom left corner of the app. Once there, in the list of options, select 'Make a Complaint'.



On the proceeding page you will be asked if your complaint is about antisocial behaviour. If so, please use the 'Report Antisocial Behaviour' option (see page 27).

On the proceeding page you will be asked what your complaint is about, and you will have some space to write out your comment. There is also a button to indicate whether you have made a complaint regarding something similar before. Once you have filled out all the fields, a 'Submit my complaint' button will appear. Tap this to send your complaint to us.

Please select the area of complaint

Anything else

Please provide some additional information regarding the complaint

I left a message on the main voicemail but didn't receive a call back.

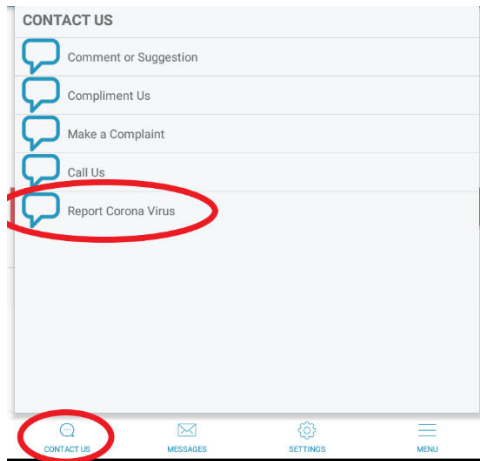
Have you reported this before?

Yes No

Submit my complaint

Reporting coronavirus

To report a case of coronavirus in-app, tap the 'Contact us' button in the bottom left corner of the app. Once there, in the list of options, select 'Report Corona Virus'.



On the proceeding page, there are some links to external sources on COVID-19, as well as an option to self-report if you are experiencing symptoms. To continue, tap 'Let us know ...'.



The next page will ask you some multiple-choice questions on your report. If you select 'Yes' to any of the questions, additional options will appear so you can give as much detail as possible.

Once you have filled out all the information, tap 'Done' in the bottom right corner. You will then be brought back to the initial page. Tap 'Next' in the bottom right corner, then tap the 'Click to send your information' button on the following page to send your report.