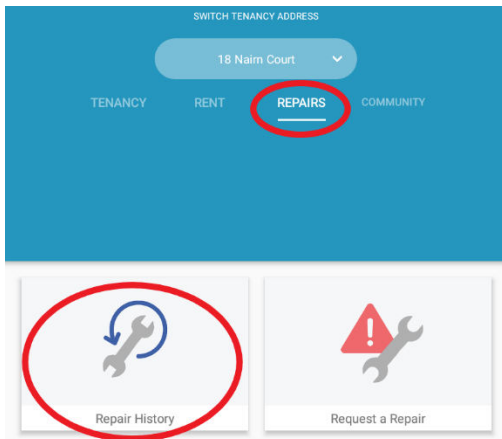


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Viewing your repair history

To view your repair history in-app, please make sure you are in the Repairs section of the app by tapping the 'Repairs' underneath your address. Once there, tap the 'Repair History' box.

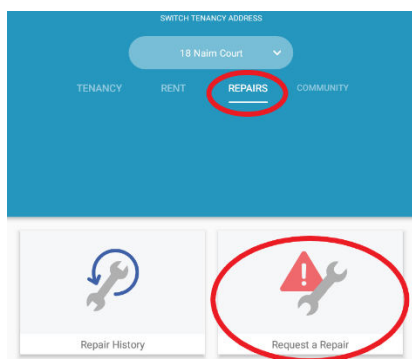


Your repair history will then load. You can tap individual repairs, then tap 'Next', to bring up details of the repair. Tapping 'Load Older Repairs' will bring up a further 12 months of repairs history (if available).



Requesting a repair

To request a repair in-app, please make sure you are in the Repairs section of the app by tapping the 'Repairs' underneath your address. Once there, tap the 'Request a Repair' box.

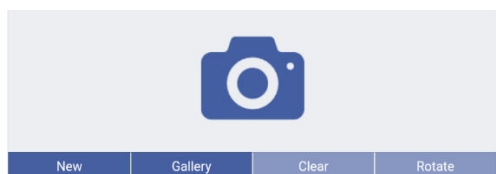


On the following page, you must enter where the repair is needed, as well as a description of the required repair. You can then tap 'Next'.

Request Repair - Information
Where is the repair needed?
Bathroom

Please provide a description of the work that is required.
Boiler needs fixing.

A page will then load that allows you to take up to 3 pictures of the fault. This is optional, but if you would like to take a photo, tap 'New' and the camera should come up. If you have already taken photos of the fault prior to this page loading, tap 'Gallery' and select the desired images. Once finished, tap 'Next'.



On the final page, you can input your availability. Once you have selected the desired days/times, tap 'Submit' in the bottom right corner.

Request Repair - Availability
Please tell us when you will be available for a visit.

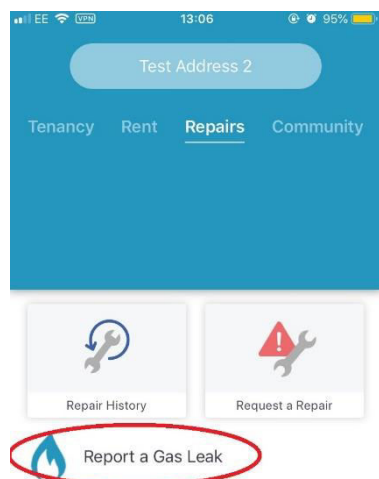
Monday
 Tuesday
 Wednesday
 Thursday
 Friday

Time slot on selected day(s):

AM 08:00 - 12:00
 PM 12:00 - 16:00
 All Day 08:00 - 16:00
 Avoid School Run 09:30 - 14:45

Reporting a gas leak

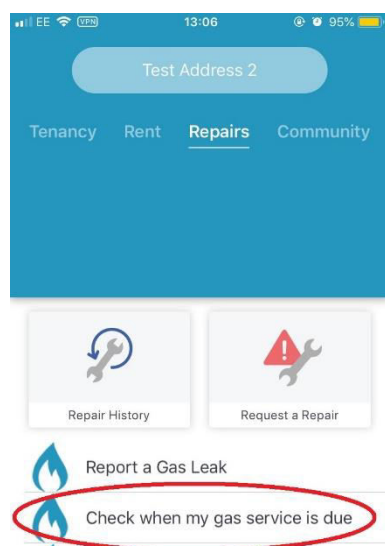
To report a gas leak in-app, please make sure you are in the Repairs section of the app by tapping the 'Repairs' underneath your address. Once there, in the list of options, select 'Report a Gas Leak'.



On the following page, you will be given steps to take if you believe there is a gas leak in your home.

Checking gas service due date

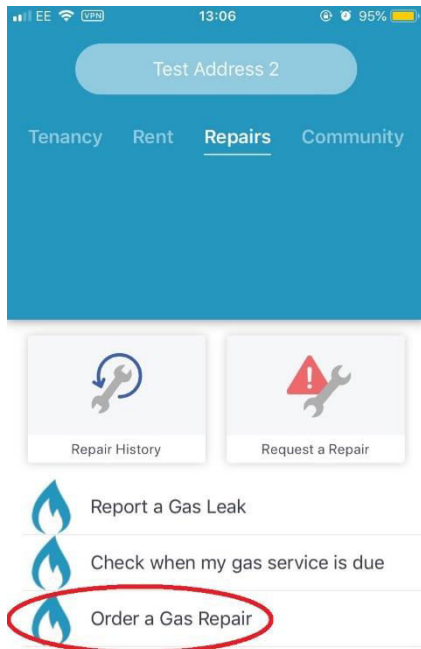
To check the date of your gas service in-app, please make sure you are in the Repairs section of the app by tapping the 'Repairs' underneath your address. Once there, in the list of options, select 'Check when my gas service is due'.



On the proceeding page, you can tap the top button to check the date of your last gas service, as well as information on how to rearrange a gas service appointment.

Ordering a gas repair

To order a gas repair in-app, please make sure you are in the Repairs section of the app by tapping the 'Repairs' underneath your address. Once there, in the list of options, select 'Order a Gas Repair'.



The following page will prompt you to call our office. If you press 'Call us' on a mobile device, you will be able to dial directly from the app.