

You don't have to join the morning rush to report a repair



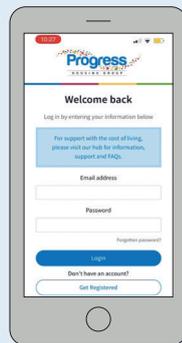
There are quick and easy ways to report and track your repair online at www.progressgroup.org.uk

- **Fast** - report or book your repair online to avoid queuing on the phone
- **Convenient** - you can report and track the status of your repair online at any time of the day
- **Same service** - we will log and schedule your repair in the same timescales as phoning
- **Choice** - for minor repairs, you can usually choose your own repair appointment online.

All you need to register is your tenancy number and email address. If you don't know your tenancy number, you can find this on your rent statement or get in touch by live chat or phone.

How to log in

Once registered, all you need is your password to access your tenancy information. If you have forgotten your password, you can quickly reset it by clicking the 'forgotten password' link.



How to report a repair online

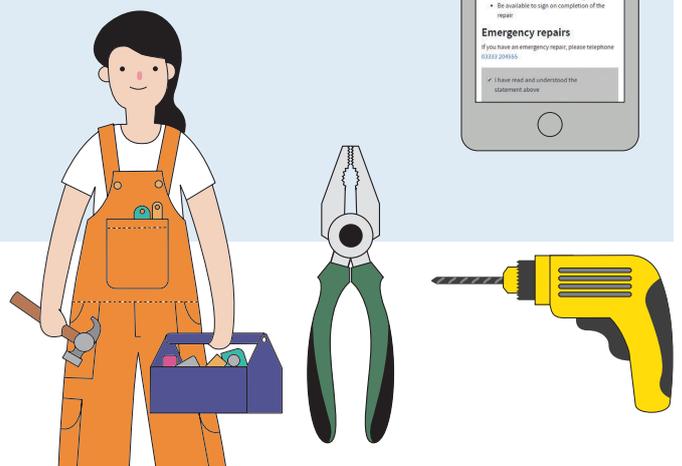
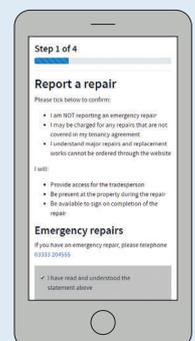
For standard repairs, you can choose and book a repairs appointment when you report a repair online – there is no need to phone us.

For non-standard repairs, you can let us know when you are available when you report your repair online, and we will find a convenient appointment and confirm it with you by email.

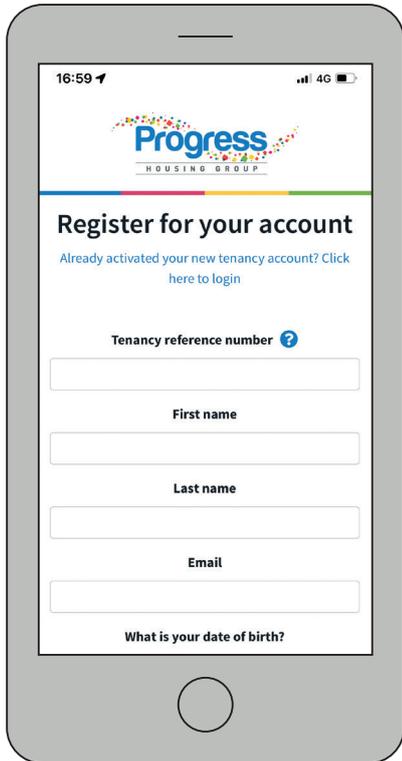
Reporting a repair

1. Click 'report a repair'
2. Accept terms and conditions
3. Select the closest match to your repair
4. If you cannot find your repair, select 'none of the above'
5. Provide further information to help us understand the issue
6. Choose a convenient date and time for your repairs appointment

7. You will receive an email to confirm your appointment and we will send you a text when we are on our way.



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Website www.progressgroup.org.uk



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Register for your account

Already activated your new tenancy account? [Click here to login](#)

Tenancy reference number ?

First name

Last name

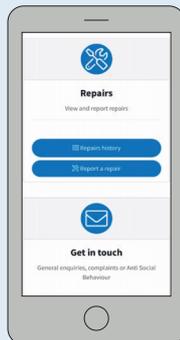
Email

What is your date of birth?



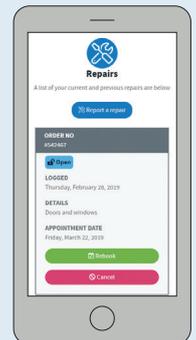
How to view your repairs online

1. Click 'repairs history'
2. You will see a list of all your current (open) and completed (closed) repairs
3. You can also check the time and date of any repairs appointments that you have booked.



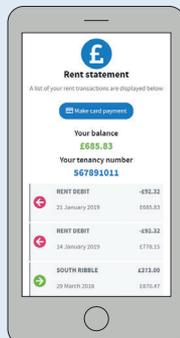
Changing or cancelling a repair

You can change your repairs appointment or cancel a repair in 'repairs history' up to 2 working days before.



How to view your rent statement

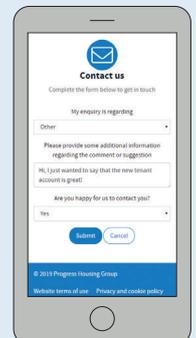
1. Click 'rent statement'
2. Rent charges to your account or any other debits are indicated by a red 'out' arrow
3. Any payments that you or the local authority have made to your account are indicated by a green 'in' arrow.



How to raise an enquiry

1. Click 'contact us'
2. Select what your enquiry is regarding and enter the details.

We will take a look at the issue for you and call you back if we need to!



Register for your online tenant account

Visit www.progressgroup.org.uk and click on the yellow tenant account button