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TENANT'S GUIDE
**THE KPR
TENANT
APP**

HELP SHEET

TENANT APP HELP SHEET

What is the Tenant App?

Simply put, it is a link that is sent to you via email from your letting agent, which appears as an app on your smartphone, tablet or PC, which serves as a communication tool between you and the agent exclusively linked to your rental property.

How does it Work?

This software is easy to use and clearly written for all to understand. During your tenancy, you will be instructed by your agent to download an app via a link, which will have essential pre-uploaded documents connected to the property. You can report any necessary maintenance issues to the agent via the app, rather than making numerous telephone calls, saving waiting times during busy periods. The app will also allow you to self-assess the property, view important documents, such as the tenancy contract, agency opening hours, acknowledgements, EPC certificate, How to Rent Guide, instruction manuals and help sheets uploaded by the agent, rather than storing, or risk losing paper copies.

What are the benefits of having the app?

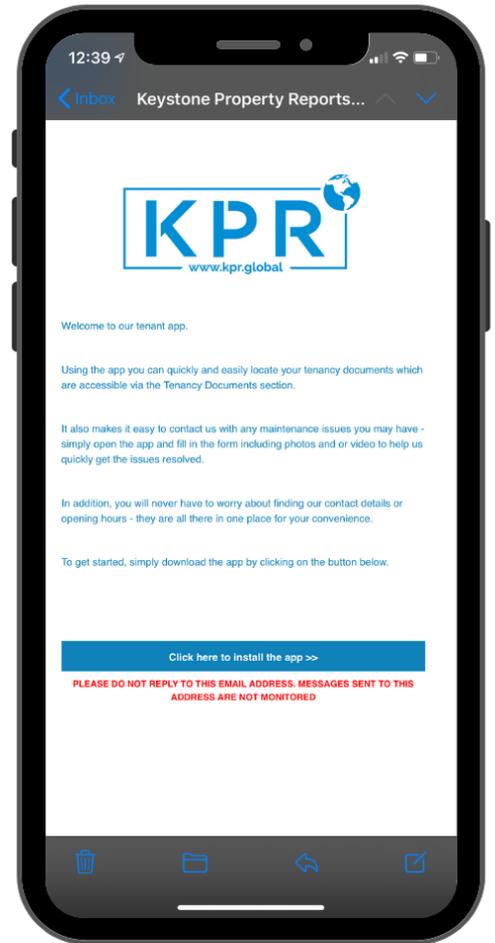
The Tenant App simplifies communication and improves customer service and efficiency. You will have just one short form to complete, whether you are reporting maintenance issues, self-assessing the property, or simply asking a question, with the option to photograph and / or video the problem area(s).

Are these forms secure?

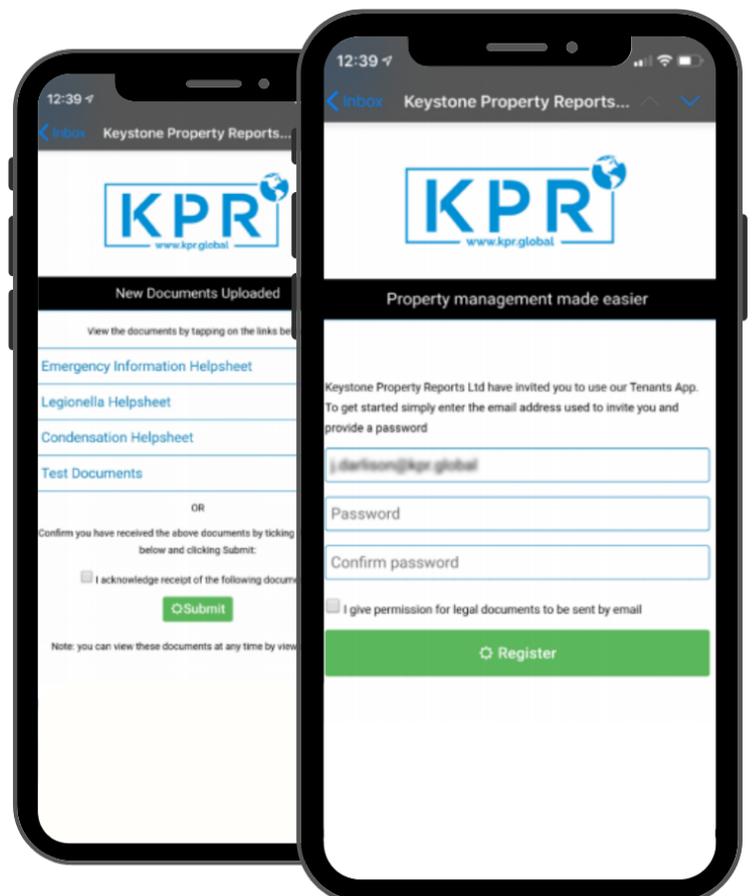
All communications between the agent and tenant are secure and no details will be passed on to third parties that are not involved with the tenancy or maintenance.



1 Setting up the app



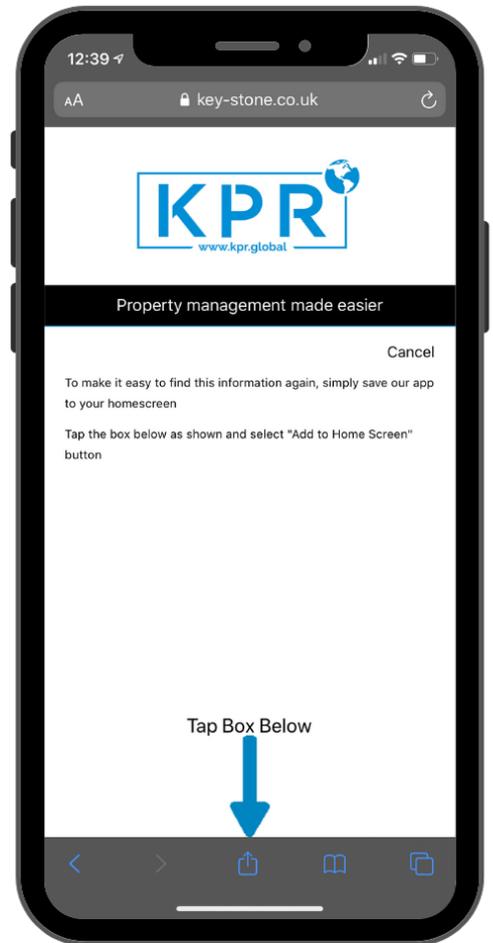
1. The agent sends an email to the tenant which contains a link to their app. The tenant clicks on the link within the email. This will open up the app in a web format.



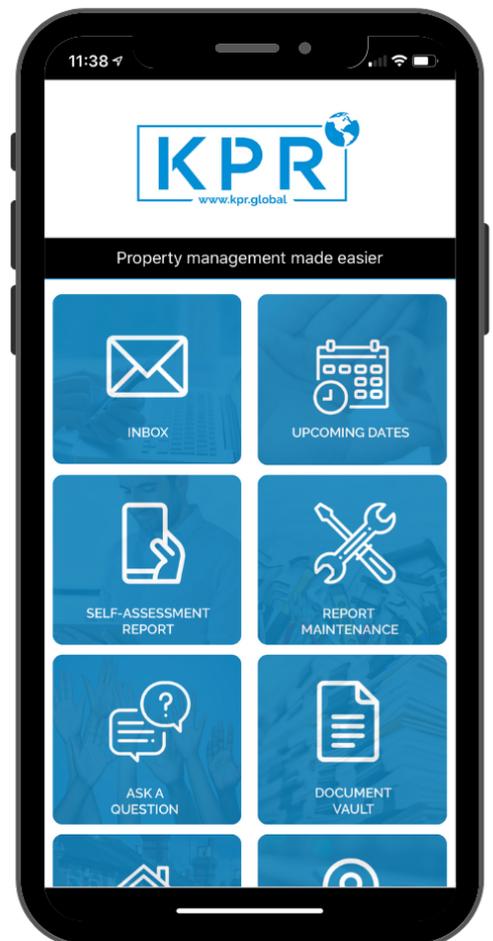
2. Tenants will need to create their own unique password to register with the app.

3. You can confirm the documents before you confirm receipt of them.

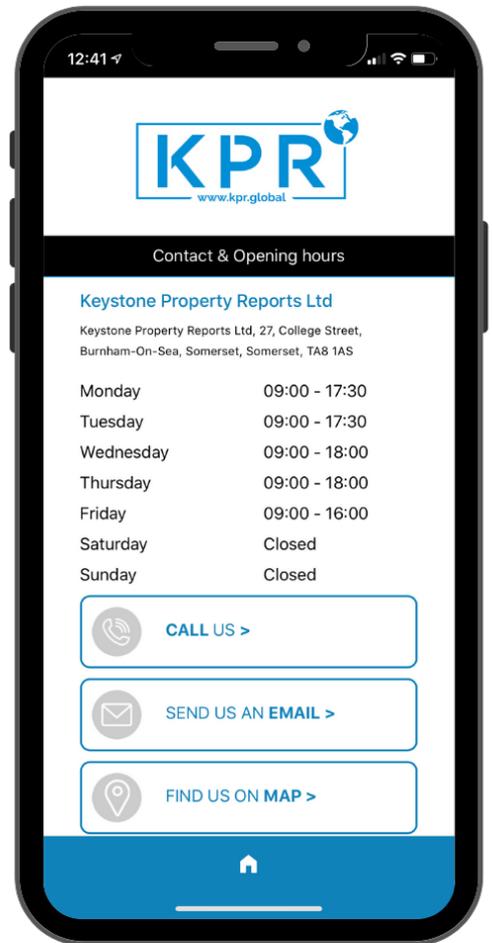
4. Depending on what smartphone you have, please check the relevant instructions. **ANDROID:** Select the 3 dots in the top right of your browser (this will bring up a sub menu). Select "Add to Home Screen", this will bring up a text box. Select "Add from this Screen", then add automatically. This will add the link as an app onto your home screen on your android phone. **APPLE:** Tap the "Share" button at the bottom of your page. On the bottom row of icons, scroll over until you see "Add to Home Screen" and select this. This will add the link as an app onto the home screen of your iPhone.



5. Tenants will need to create their own unique password to register with the app.



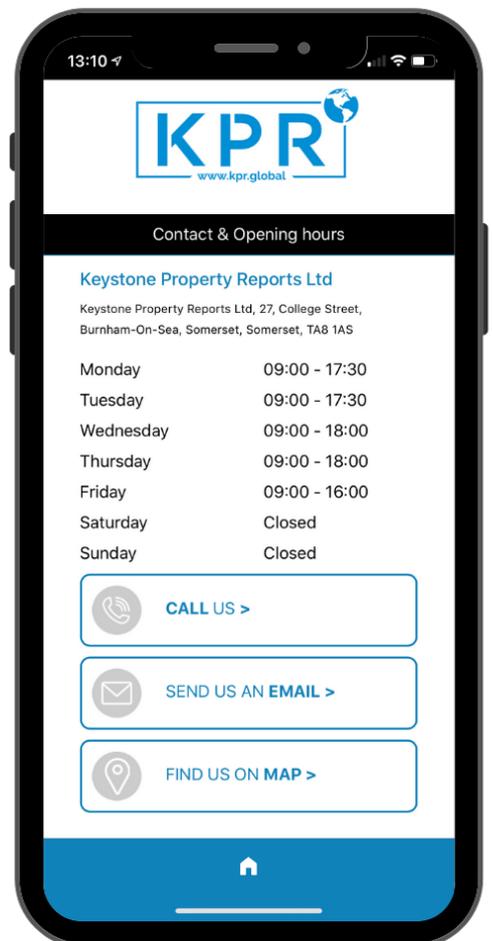
6. You can view the branch opening hours.



7. There is a link to their phone number (if selected, this will open your phone app, so you can call them).

8. You can email your property manager directly from the app.

9. You can link straight to their website also, if needed.



10. You can report any maintenance issues via the app too. You can describe the issue, select when you wish to be contacted, tell them what type of issue it is, and upload a maximum of 6 photos. Once a maintenance issue email has been sent, you will receive a confirmation email, saying the issue has been received.

The screenshot shows the 'Report an Issue' screen in a mobile app. At the top, the time is 11:53 and the signal is 3G. The title is 'Report an Issue'. Below the title, there are three sections: 'WHAT IS THE ISSUE?' with a text input field containing 'e.g. The fence has blown down in my garden'; 'WHAT KIND OF ISSUE IS IT?' with a dropdown menu showing 'Please select ...'; and 'GAS / ELECTRICAL APPLIANCE?' with 'No' and 'Yes' buttons. Below these is a consent question: 'Do you give consent for a representative to access your property if we hold a set of keys?' with 'No' and 'Yes' buttons. At the bottom, there is a blue button with a camera icon and the text 'MORE INFO - PHOTOS (Max. 6)'. Below that, it says 'Please take up to 6 photos of the issue below' and a large blue button with a plus sign and the text 'Add Photo'. A home icon is visible at the very bottom.

11. You can complete the Self-Assessment report within the same app. The Self-Assessment report allows you to complete a simple template with the option of taking up to 16 photos. Once completed, you will need to submit this to the agent. This report is an option to save an agent entering the rental property to conduct a Midterm inspection.

The screenshot shows the 'Self Assessment Report' screen in a mobile app. At the top, the time is 10:56 and the signal is 3G. The title is 'Self Assessment Report'. Below the title, it says 'Since we last visited the property, please tell us:'. There are three questions, each with 'No' and 'Yes' buttons: 'Has the property condition changed?', 'Are there any Health & Safety Issues to report?', and 'I have tested all smoke alarms on all floors and confirm that they are all working?'. Below these is a text input field labeled 'More information'. At the bottom, there are two more questions, each with 'No' and 'Yes' buttons: 'Is there any mould or damp?' and 'Is the heating working?'. A home icon is visible at the very bottom.