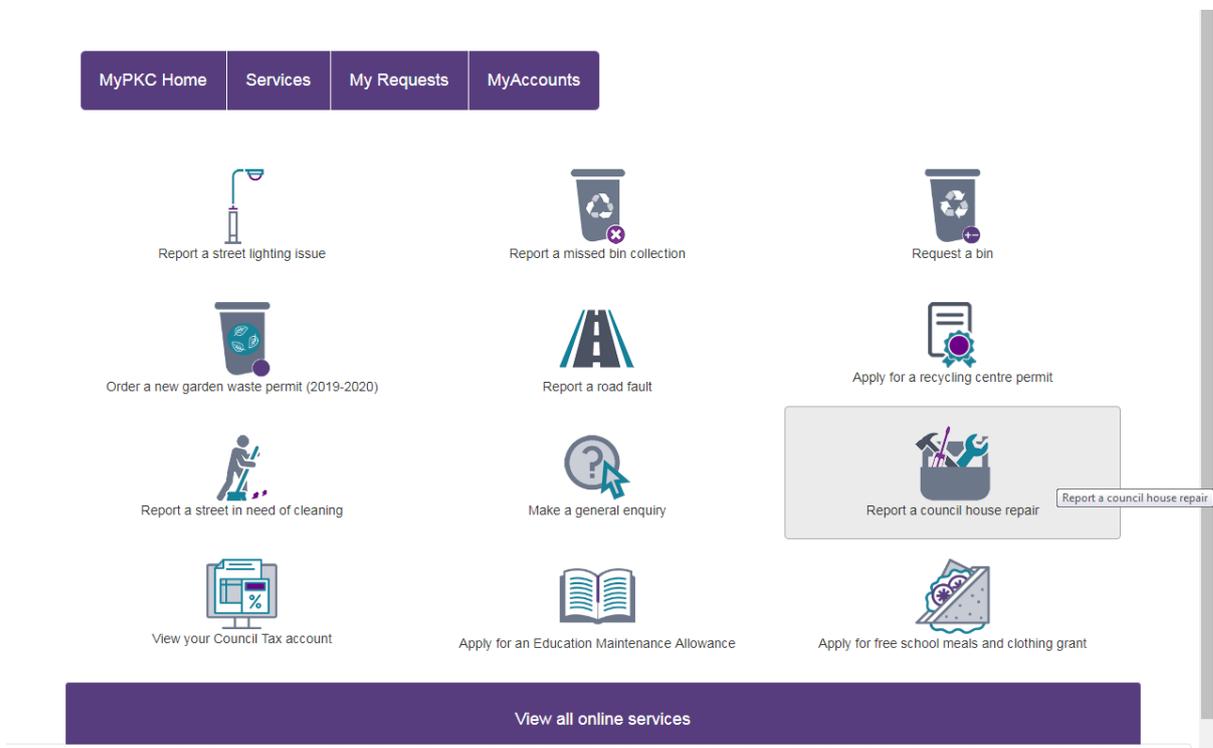




Digital Inclusion Project Guide to:

Reporting a repair on MyPKC

1. First step is to log into your MyPKC account to be able to report a repair that is needed. Once you have logged in your account should come up with a page of tabs, which are what people normally need to contact the council for. You should see a tab that says 'Report a council house repair'. Click on '**Report a council house repair**'.



2. Once you have clicked on 'Report a council house repair' a page will appear offering to show you examples of emergency repairs but the page also asks if your repair is an emergency or not. Select what is appropriate, in this guide we will be selecting no.



Report a housing repair

Report an issue that needs repaired

Before contacting us

If you are a Council tenant and something is broken or not working properly in your home, you can report a repair online.

Depending on the problem, it is sometimes the tenant's responsibility to make the repair. Please view the [repairs_policy \[3Mb\]](#) which also details timescales for completion of work.

Emergency repairs

An emergency repair is something that needs to be fixed quickly as it is a threat to health and safety or to prevent damage to your home or neighbouring property.

Click here to view examples of an emergency repair

Is your repair an emergency? *

Yes

No

✕ Cancel

3. A tab should appear next to 'Before contacting us' that will say 'type of fault'. Click on this tab to select a category of which your repair is.

Report a housing repair

Report an issue that needs repaired

Before contacting us

Type of fault

Please select the category of issue from the list below



4. For this guide we will select the category ‘smoke detectors’, which then another tab will appear saying ‘smoke detectors’. Click on this tab to see more information.

Report a housing repair

Report an issue that needs repaired

Before contacting us Type of fault **Smoke detectors**



SMOKE DETECTORS

[Click here to view an explanation on different types of detector](#)

Do you meet any of the following criteria?

- The tenant in question is vulnerable or elderly
- You have a mains powered smoke detector which isn't functioning and the other appliances in the room are working as normal
- You have a battery powered smoke detector that is not functioning where you have replaced the battery and cleaned the battery compartment to ensure there is no dust

Yes

No

◀ Previous

✕ Cancel

Reference: FS-Case-34482960

5. Depending if the criteria relates to you or not, will depend on your answer. In this guide we will select ‘No’, after selecting ‘no’ the page may ask you another question before you can submit your repair. Like so;



SMOKE DETECTORS

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- The tenant in question is vulnerable or elderly
- You have a mains powered smoke detector which isn't functioning and the other appliances in the room are working as normal
- You have a battery powered smoke detector that is not functioning where you have replaced the battery and cleaned the battery compartment to ensure there is no dust

Yes

No



Before continuing with this form please make sure you have done the following:

- If your smoke detector is battery powered please replace the battery and clear any dust from the battery compartment
- Checked whether there has been a power cut in your [area](#)
- Checked whether an appliance has tripped the electrics

Is it the entire house that has lost electricity? *

Entire House

Just the room containing the smoke detector

◀ Previous

✕ Cancel

✓ Submit

Reference: FS-Case-34482960

6. After you've answered the question, you can report your repair to Perth Kinross Council.