



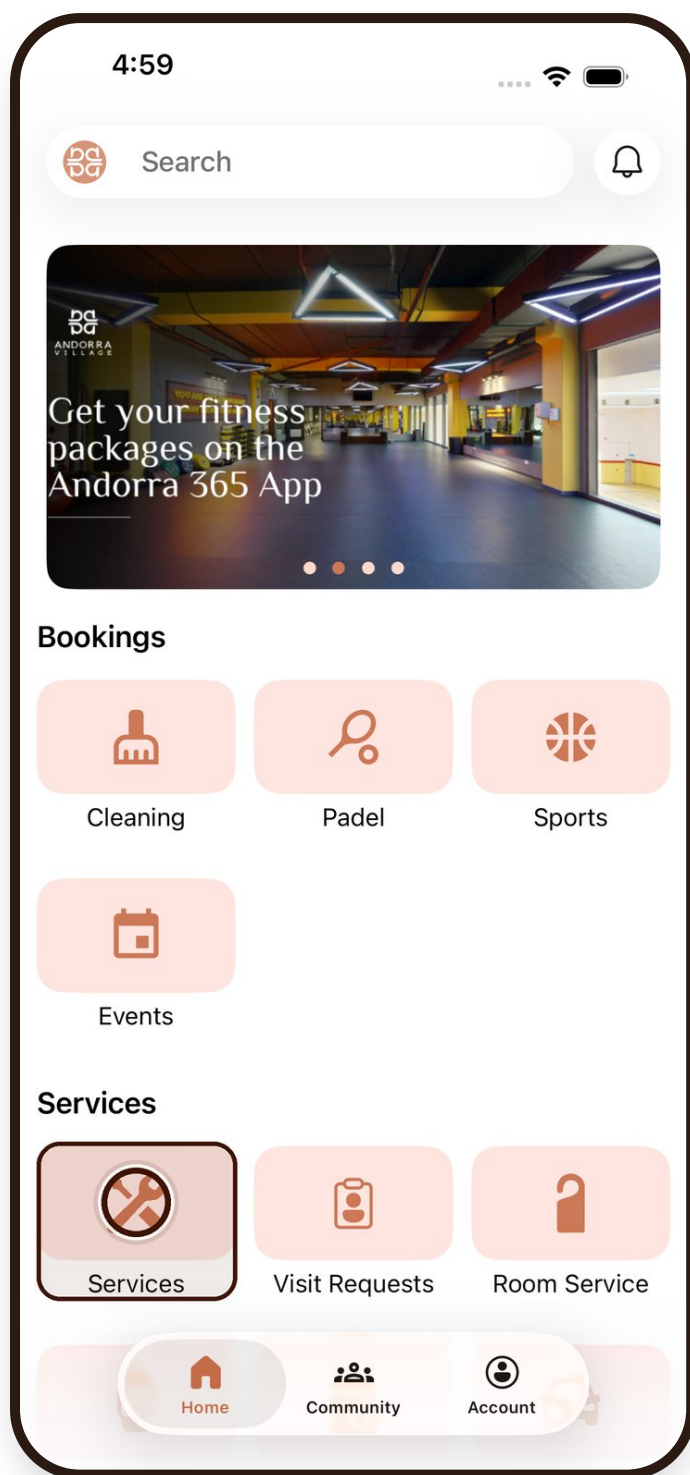
ANDORRA VILLAGE

HOW-TO GUIDE

Report an issue in a few taps

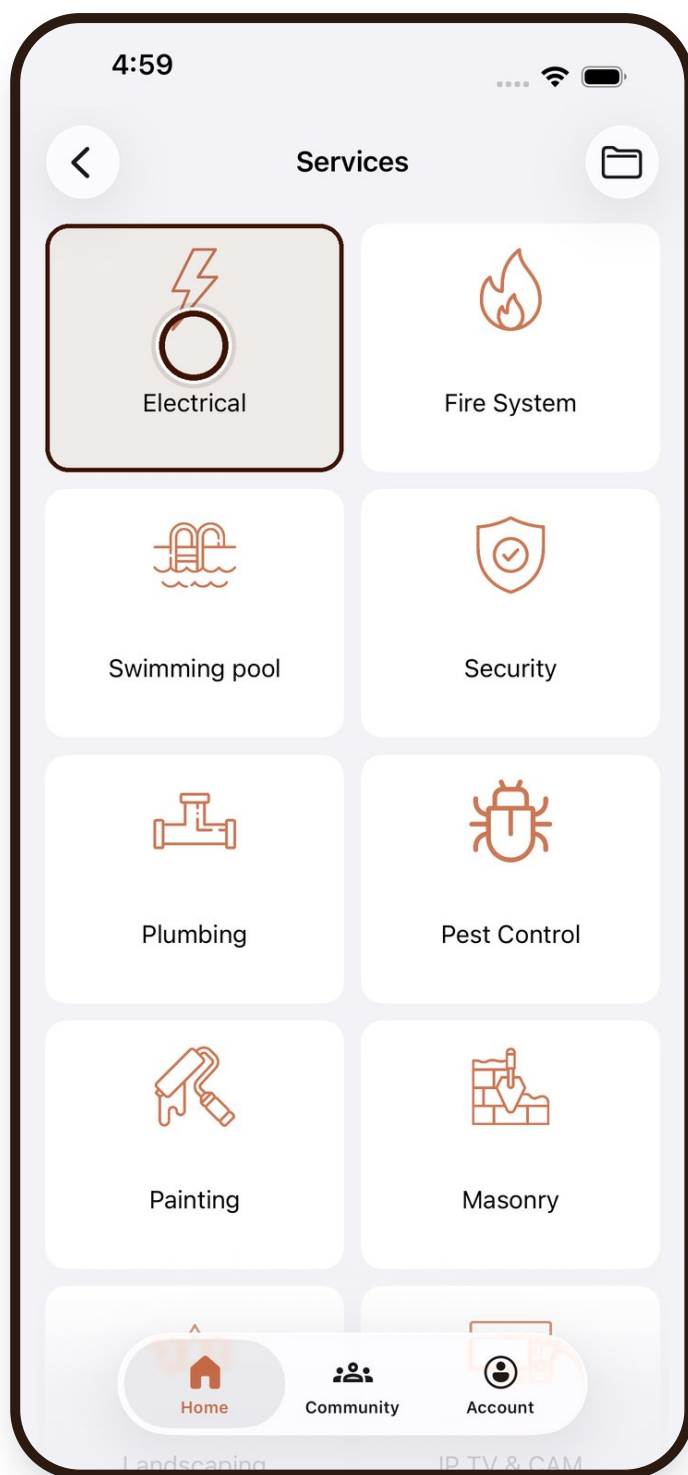
Something not working at home? Send a service request straight from the Andorra Village app. Pick the type of problem, describe it, choose when the team can come in, and then track it until it's resolved.

- | | |
|------------------------------|--------------------------|
| 01 Home | 02 Category |
| 03 Type | 04 The form |
| 05 Select the problem | 06 Describe it |
| 07 Photos | 08 Visit time |
| 09 Pick a slot | 10 Date |
| 11 Unit access | 12 Submit |
| 13 Track it | 14 My Submissions |



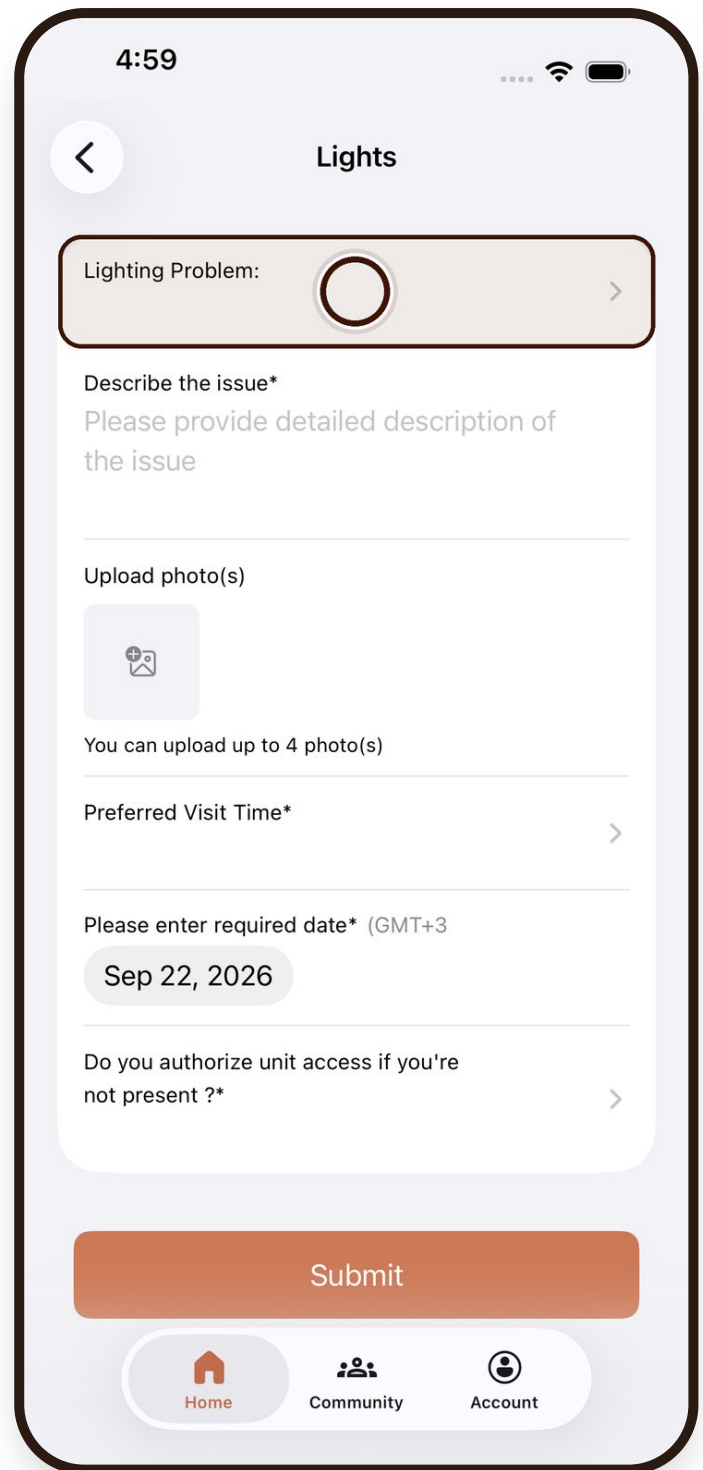
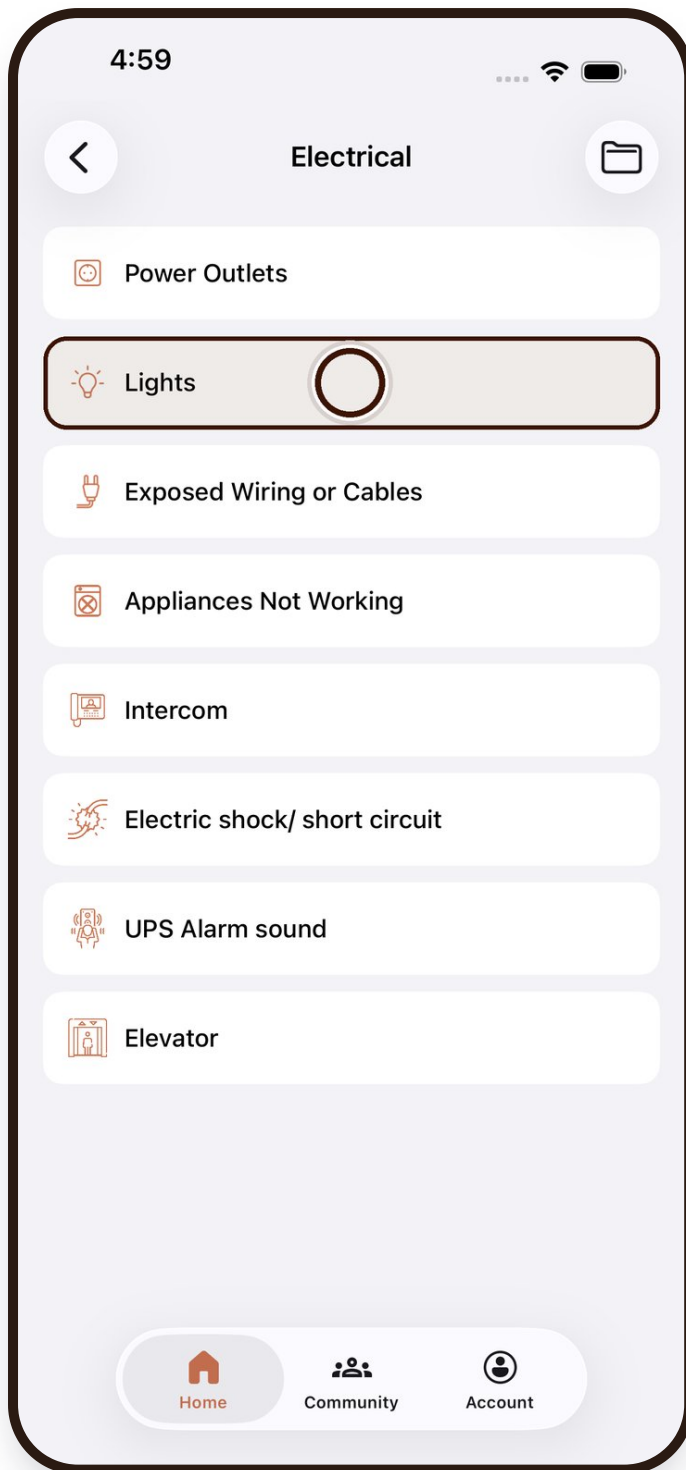
01 HOME

On the home screen, tap **Services**.



02 CATEGORY

Choose the category that fits the problem, for example **Electrical**.



03 TYPE

Narrow it down to the right type. Here we tap **Lights**.

04 THE FORM

The request form opens. Start by tapping **Lighting Problem**.

5:00

< Lighting Problem:

Lighting Problem:

Bulb needs changing ✓

Light switch not working

Missing lighting fixtures

Others

You can choose up to 4 selections

Home Community Account

05 SELECT THE PROBLEM

Tick what best describes it, for example **Bulb needs changing**, then tap the back arrow.

5:00

< Lights

Lighting Problem:

Bulb needs changing

Describe the issue*

The ceiling light in the living room has stopped working. The bulb seems to have burnt out.

Upload photo(s)

You can upload up to 4 photo(s)

Preferred Visit Time*

Home Community Account

06 DESCRIBE IT

Describe the issue in your own words so the team knows what to expect.

5:00

< Lights

Lighting Problem:
Bulb needs changing

Describe the issue*

The ceiling light in the living room has stopped working. The bulb seems to have burnt out.

Upload photo(s)

You can upload up to 4 photo(s)

Preferred Visit Time*

07 PHOTOS

Optional: **add up to 4 photos**. A picture helps the technician come prepared.

5:00

< Lights

Lighting Problem:
Bulb needs changing

Describe the issue*

The ceiling light in the living room has stopped working. The bulb seems to have burnt out.

Upload photo(s)

You can upload up to 4 photo(s)

Preferred Visit Time*

08 VISIT TIME

Tap **Preferred Visit Time**.

5:00

Preferred Visit Time

Preferred Visit Time

AM (8 AM - 12 PM) ✓

PM (1 PM - 5 PM)

PM (5 PM - 2 AM)

You can choose up to 3 selections

Home Community Account

09 PICK A SLOT

Choose one or more slots that suit you, for example **AM (8 AM - 12 PM)**, then go back.

5:01

Lights

Lighting Problem: Bulb needs changing

September 2026

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Please enter required date (YYYY-MM-DD)

Sep 23, 2026

Do you authorize unit access if you're not present ?*

Submit

Home Community Account

10 DATE

Tap the date under **Please enter required date** and choose the day you'd like the visit.

5:01

< Lights

Lighting Problem: **Bulb needs changing**

Describe the issue*

The ceiling light in the living room has stopped working. The bulb seems to have burnt out.

Upload photo(s)

You can upload up to 4 photo(s)

Preferred Visit Time* **AM (8 AM - 12 PM)**

Please enter required date* (GMT+3)

Sep 23, 2026

Do you authorize unit access if you're not present ?*

Yes

Submit

Home Community Account

5:03

< Lights

Lighting Problem: **Bulb needs changing**

Describe the issue*

The ceiling light in the living room has stopped working. The bulb seems to have burnt out.

Upload photo(s)

You can upload up to 4 photo(s)

Preferred Visit Time* **AM (8 AM - 12 PM)**

Please enter required date* (GMT+3)

Sep 23, 2026

Do you authorize unit access if you're not present ?*

Yes

Submit

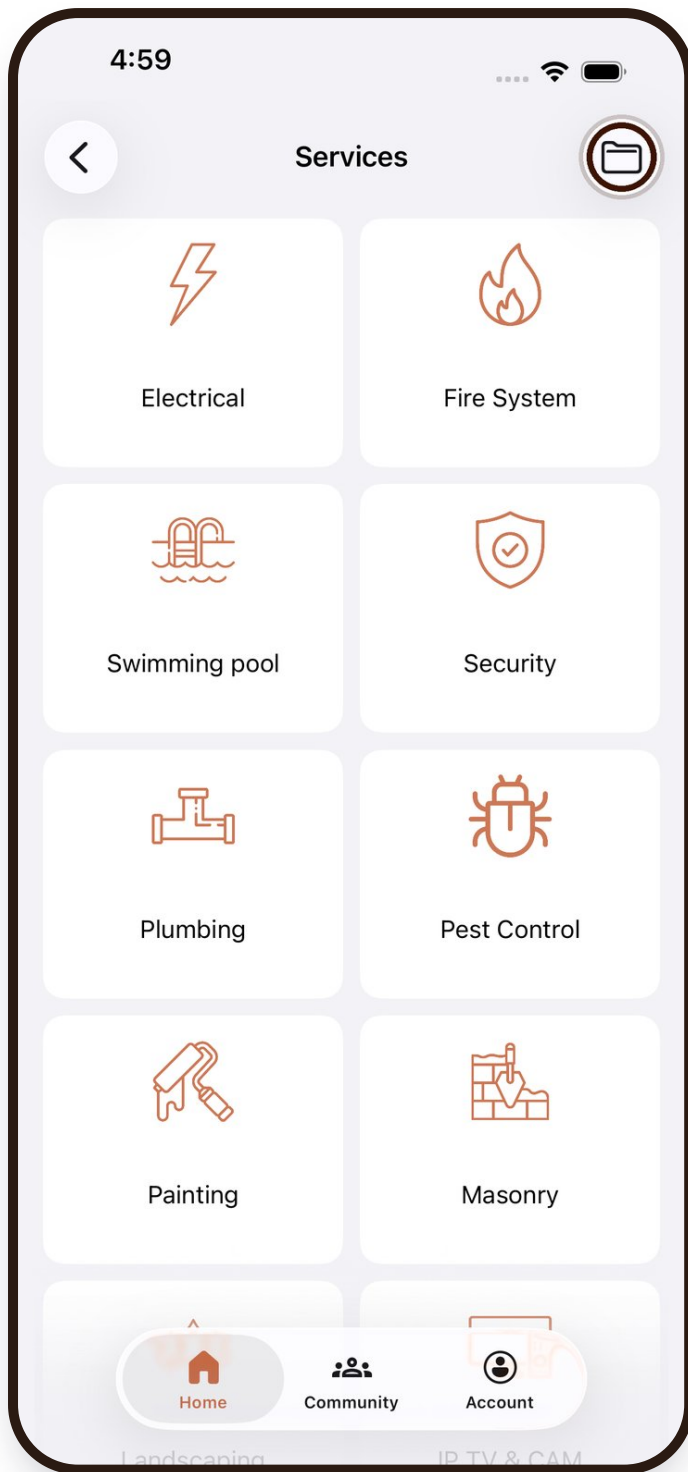
Home Community Account

11 UNIT ACCESS

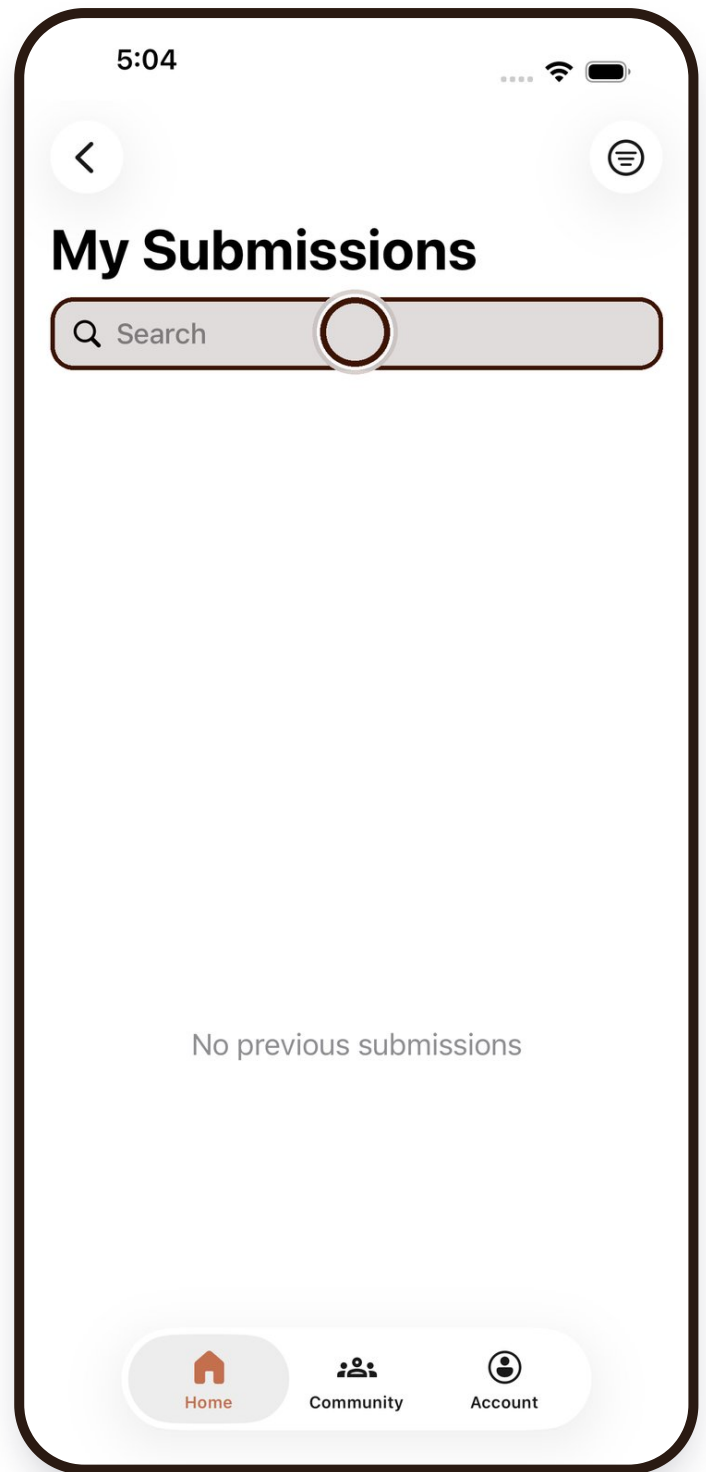
Tap **Do you authorize unit access if you're not present?** and answer. **Yes** lets the team come in while you're out.

12 SUBMIT

Check the details, then tap **Submit**. Your request goes straight to the team.

**13 TRACK IT**

To follow up later, tap the **folder icon** at the top right of Services.

**14 MY SUBMISSIONS**

My Submissions lists every request with its live status. Use search or the filter to find one.

That's it, request sent

The team is notified right away, and you'll get **updates in the app** as your request moves along.

Be specific. Say which room and what's happening. Photos help too.

Pick several slots. The more visit times you allow, the sooner the team can come.

Not home? Authorizing unit access means the job doesn't have to wait for you.