

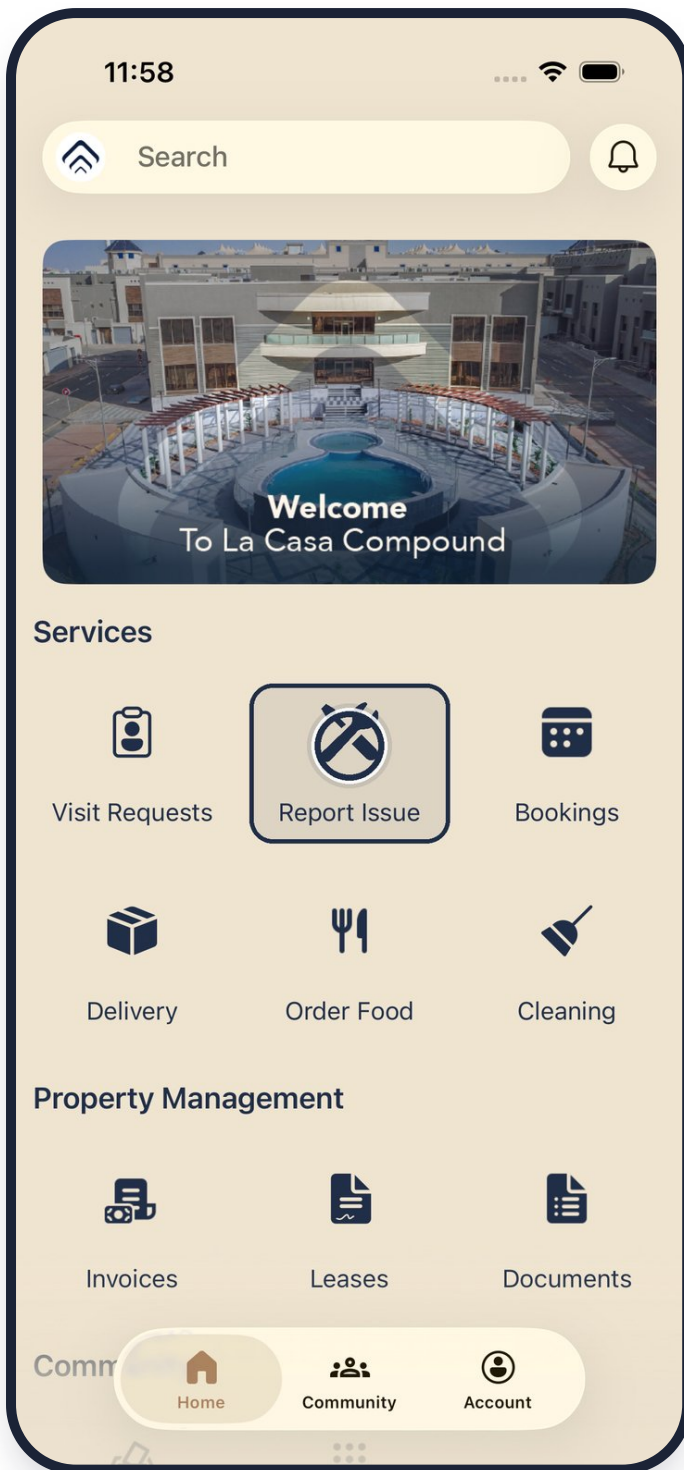


HOW-TO GUIDE

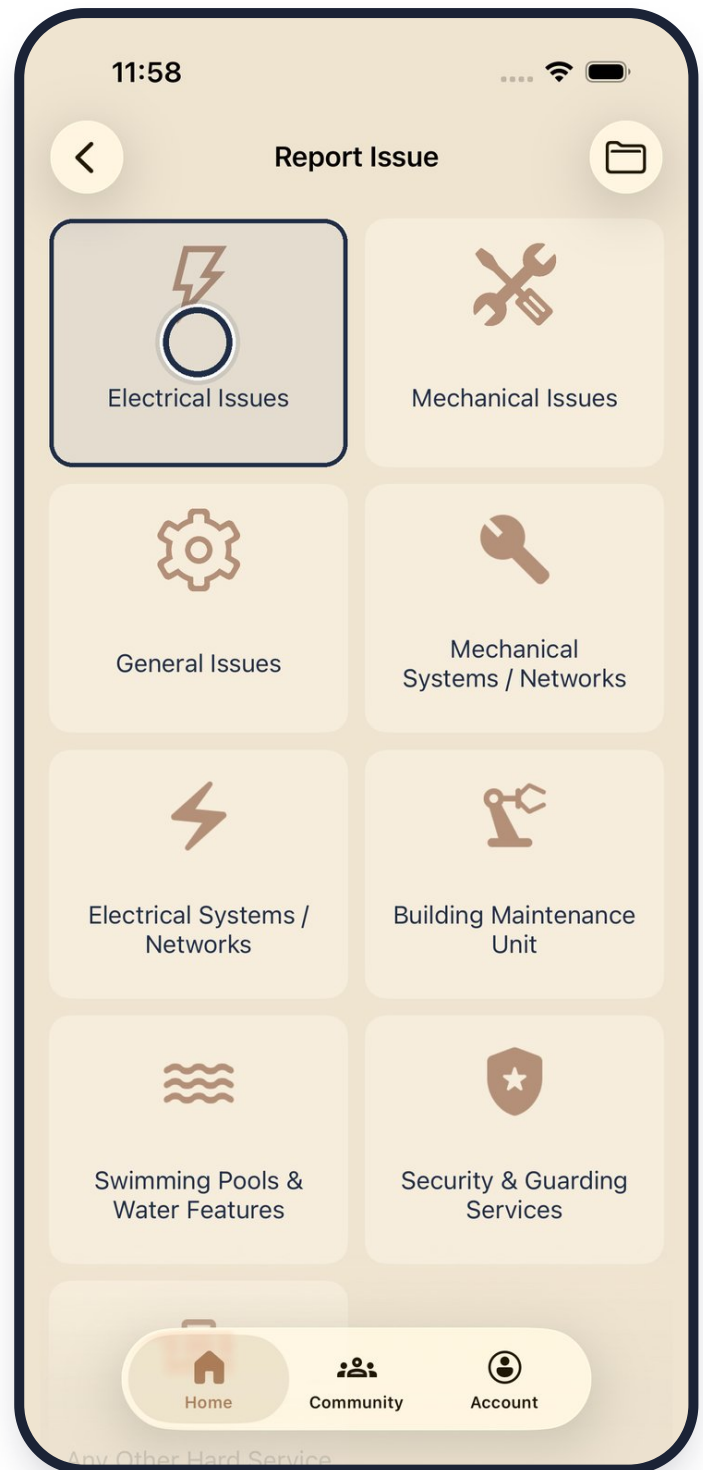
Report an issue in a few taps

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

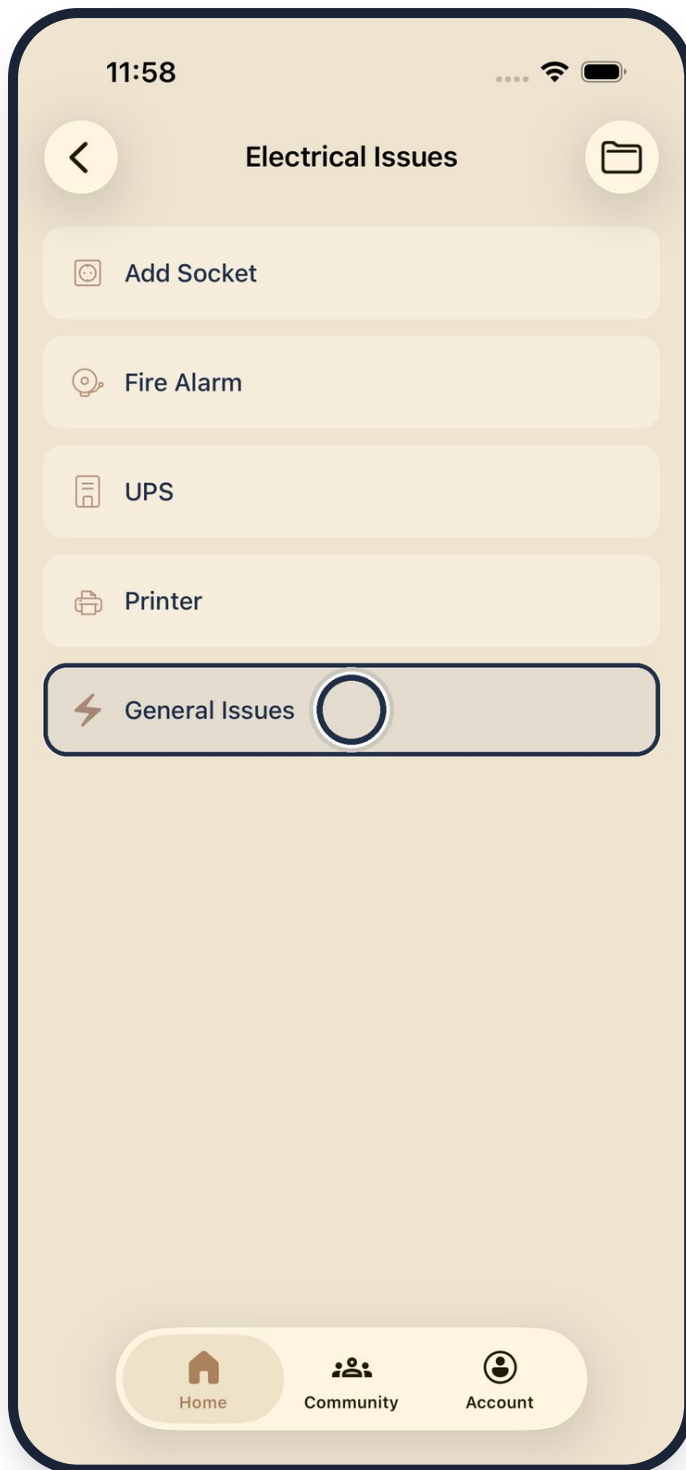
- | | |
|----------------------------|--------------------------|
| 01 Home | 02 Category |
| 03 Type | 04 The form |
| 05 Select the issue | 06 Describe it |
| 07 Availability | 08 Pick a time |
| 09 Photos | 10 Submit |
| 11 Track it | 12 My Submissions |
| 13 Details | |

**01 HOME**

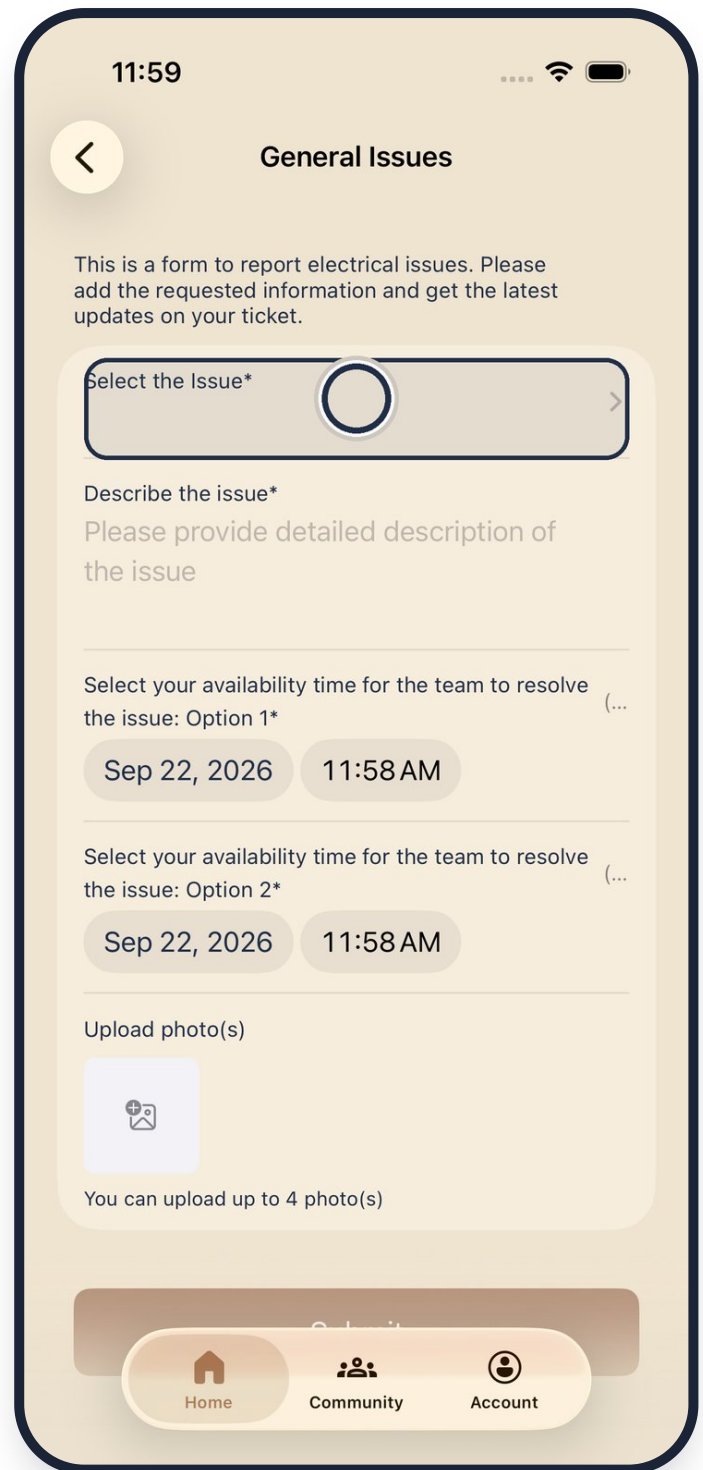
On the home screen, tap **Report Issue** under Services.

**02 CATEGORY**

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

**03 TYPE**

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

**04 THE FORM**

The request form opens. Start by tapping **Select the Issue**.

11:59

Select the Issue

Select the Issue

Add Sockets

Wiring/cables

UPS

Fire Alarm

Lighting

You can choose only one selection

Home Community Account

05 SELECT THE ISSUE

Pick the option that best describes it, for example **Lighting**.

11:59

General Issues

This is a form to report electrical issues. Please add the requested information and get the latest updates on your ticket.

Select the Issue*

Lighting

Describe the issue*

The ceiling light in the living room is flickering and keeps turning off.

Select your availability time for the team to resolve the issue: Option 1*

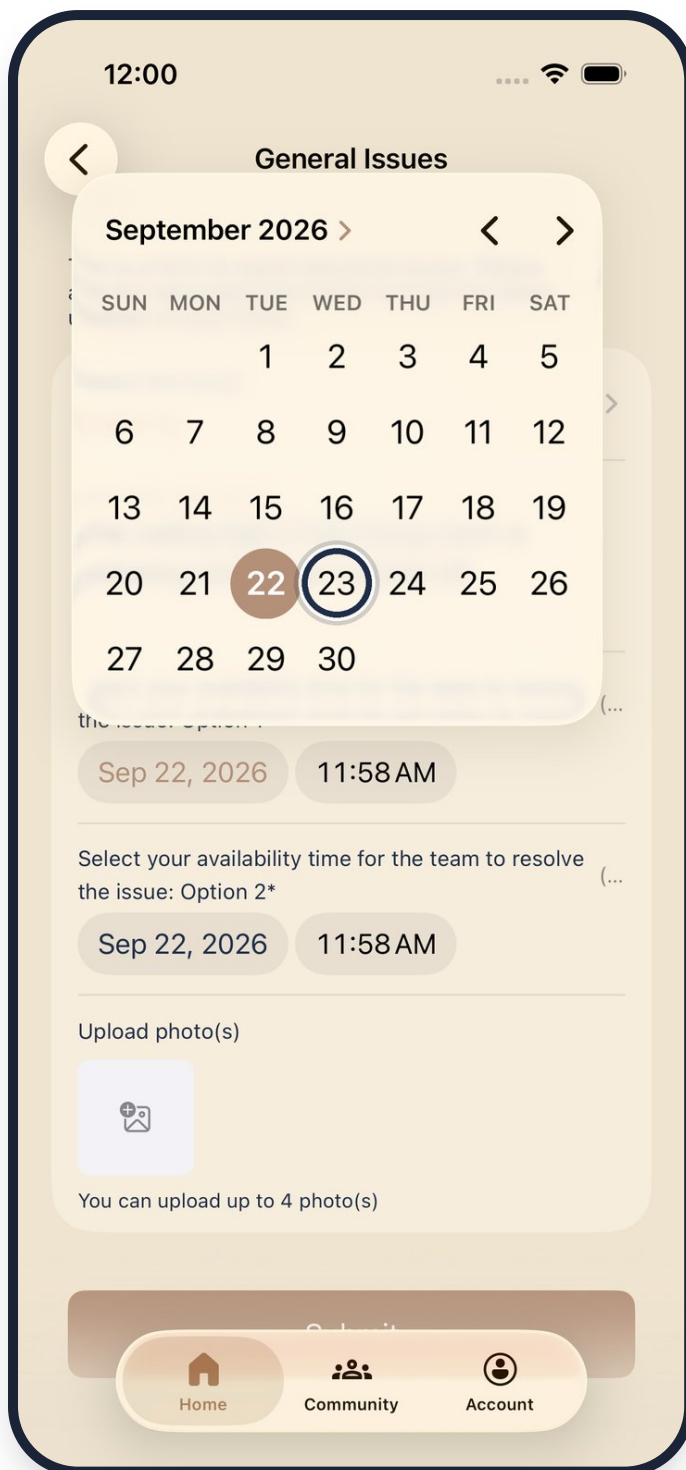
Sep 22, 2026 11:58 AM

Select your availability time for the team to resolve the issue: Option 2*

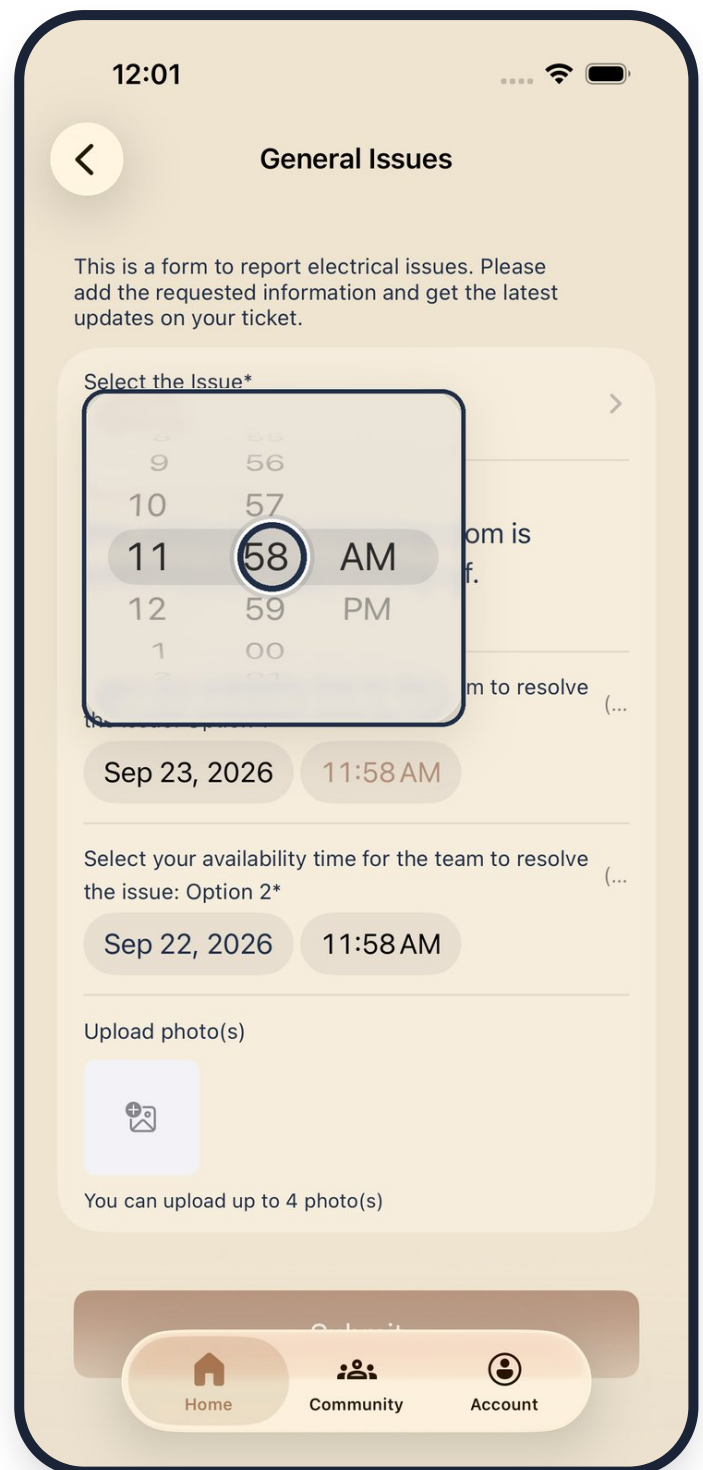
Home Community Account

06 DESCRIBE IT

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

**07 AVAILABILITY**

Tap the date under Option 1 and **choose a day** when you're available.

**08 PICK A TIME**

Scroll the wheel to set a **time**. Then do the same for Option 2.

12:24

< General Issues

This is a form to report electrical issues. Please add the requested information and get the latest updates on your ticket.

Select the Issue*

Lighting

Describe the issue*

The ceiling light in the living room is flickering and keeps turning off.

Select your availability time for the team to resolve the issue: Option 1* (...)

Sep 23, 2026 12:21 PM

Select your availability time for the team to resolve the issue: Option 2* (...)

Sep 22, 2026 12:21 PM

Upload photo(s)

You can upload up to 4 photo(s)

Submit

Home Community Account

09 PHOTOS

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

12:24

< General Issues

This is a form to report electrical issues. Please add the requested information and get the latest updates on your ticket.

Select the Issue*

Lighting

Describe the issue*

The ceiling light in the living room is flickering and keeps turning off.

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Sep 23, 2026 12:21 PM

Select your availability time for the team to resolve the issue: Option 2* (...)

Sep 22, 2026 12:21 PM

Upload photo(s)

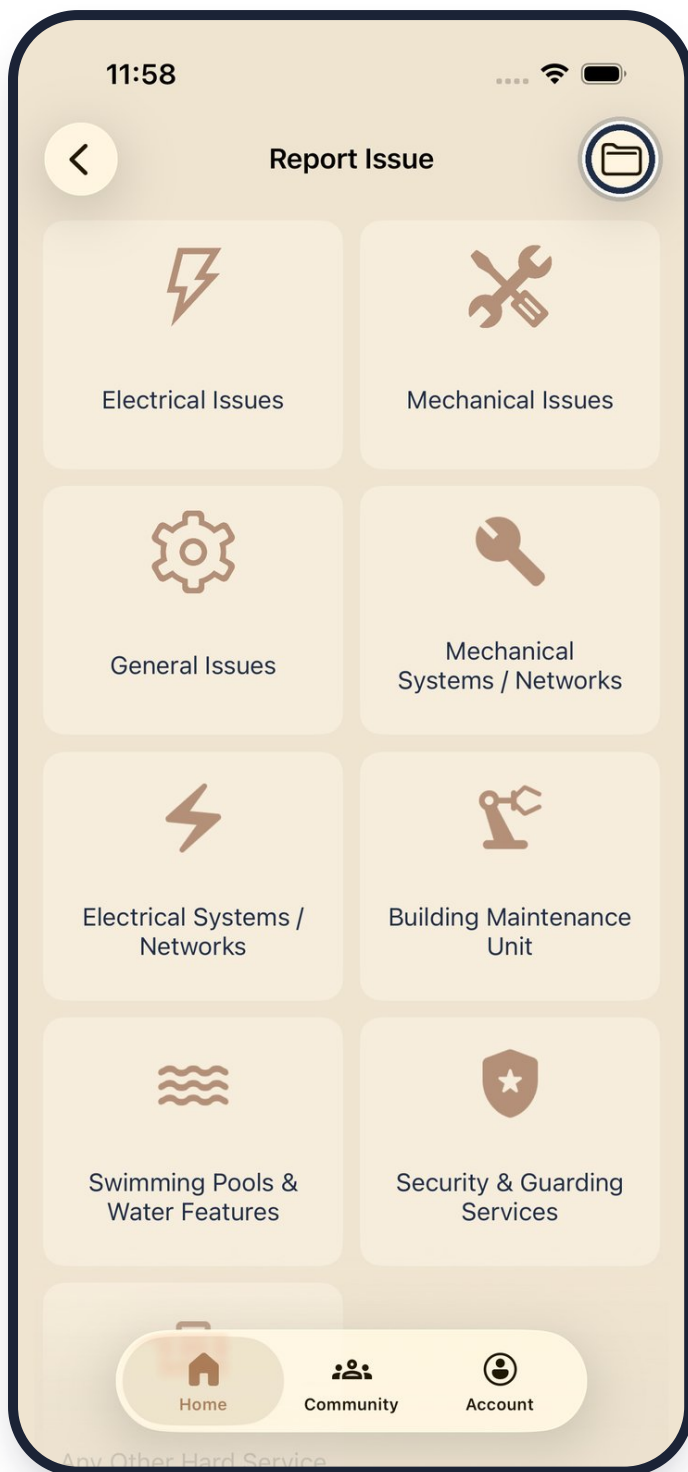
You can upload up to 4 photo(s)

Submit

Home Community Account

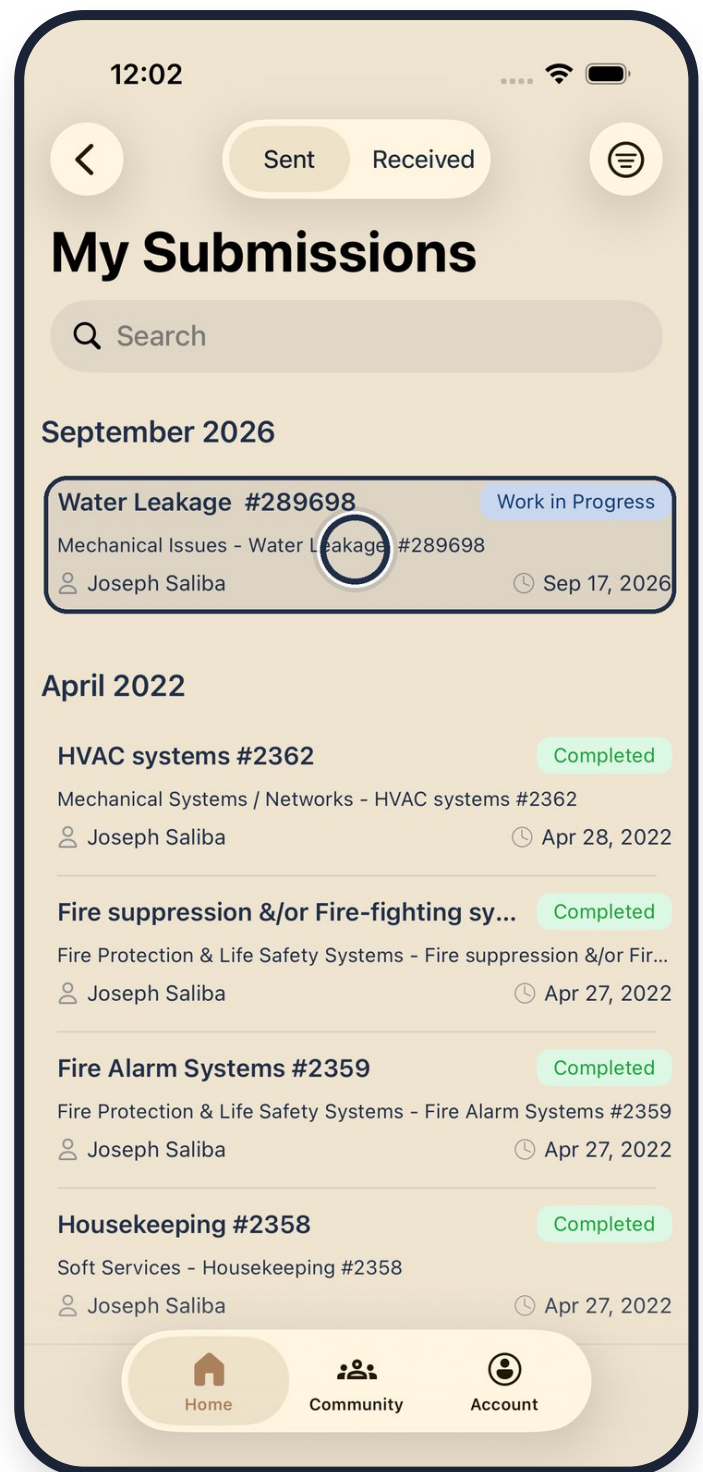
10 SUBMIT

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



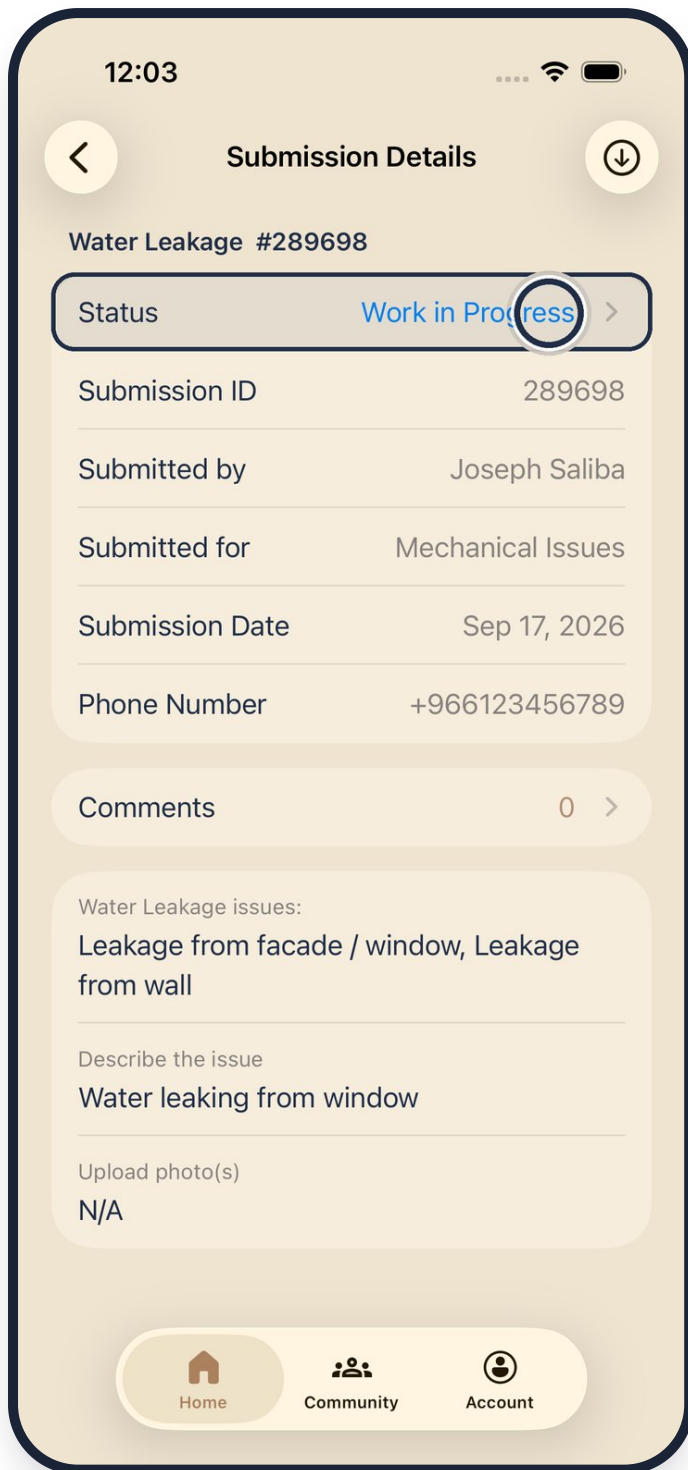
11 TRACK IT

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



12 MY SUBMISSIONS

My Submissions lists every request with its live status, such as Work in Progress or Completed.



That's it — request sent

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

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

Give two time slots. This makes it easier for the team to schedule a visit.

Check comments. The team may ask a question in your request's comments.

13 DETAILS

Open a request to see its **status**, what you reported, and any comments from the team.