Don't wing it, our handy guide is here to help!

How to report (and view) a repair on MY MHA App

Viewing outstanding, previously completed and communal repairs

MHA
Monmouthshire Housing
Tai Sir Fynwy

Ensuring that everything runs smooth in your nest is important to us. If you've spotted a problem, please let us know, so we can ensure everything's in tiptop shape for you.
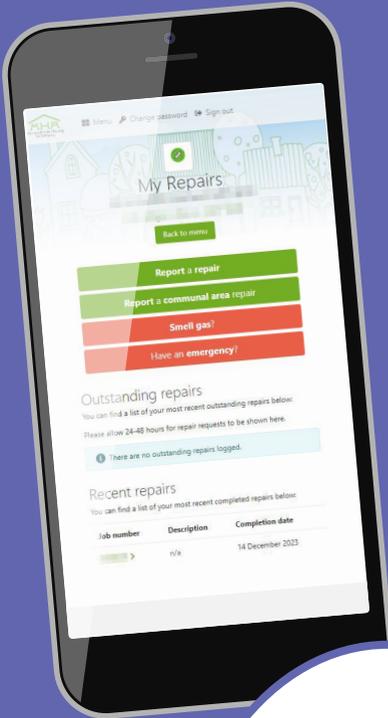
1. Fix it faster: report a repair.

Let's get started, head over to MyMHA app and you will be greeted by our homepage...

2. Select the first tab 'My Repairs'.
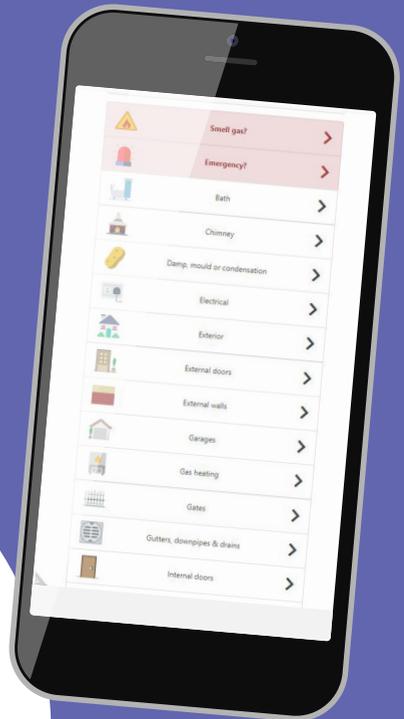
3. You will now see 'My repairs' page.

To report a repair, click 'report a repair'.

4. You should now see 'Order Repairs'.

Please select from the list of options.

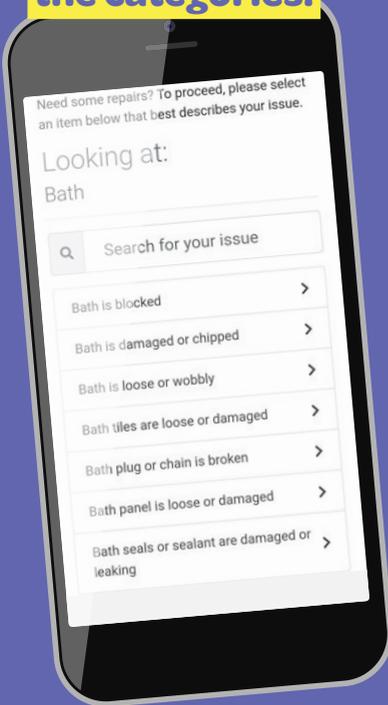**Please note:** you can report more than one repair at a time so the applicable repair/ repairs are selected.
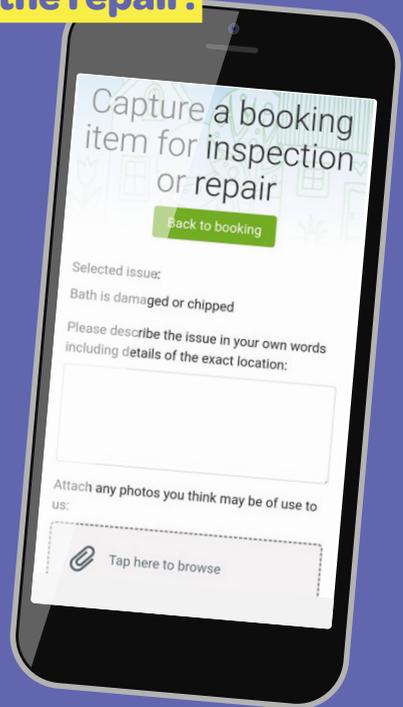
QUICK TIP!

Keep scrolling down this page to view repairs history, including outstanding or recent repairs. These can include communal areas repairs.

5. Once you've selected the appropriate repairs category, search and select your issue from the categories.

Need some repairs? To proceed, please select an item below that best describes your issue.

Looking at:

Bath

🔍 Search for your issue

Bath is blocked   ›

Bath is damaged or chipped   ›

Bath is loose or wobbly   ›

Bath tiles are loose or damaged   ›

Bath plug or chain is broken   ›

Bath panel is loose or damaged   ›

Bath seals or sealant are damaged or leaking   ›

6. We will then need to identify the issue, plus add any additional information. Type in the box to describe the issue and exact location. If you can, please include photos of the repair.

Capture a booking item for inspection or repair

Back to booking

Selected issue:

Bath is damaged or chipped

Please describe the issue in your own words including details of the exact location:

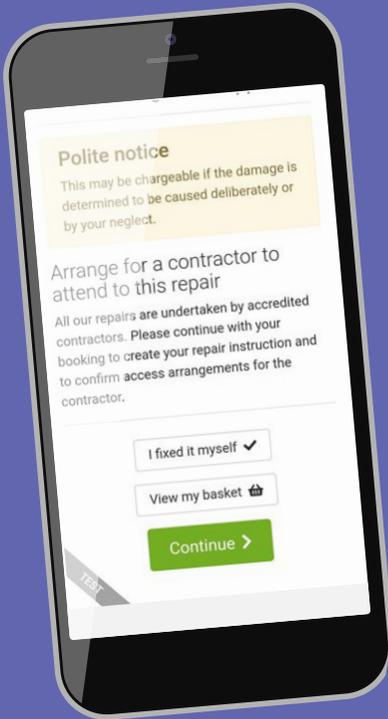Attach any photos you think may be of use to us:

📎 Tap here to browse

QUICK TIP!

There is potentially a charge for us carrying out a repair, we will highlight this before completing the repair booking.
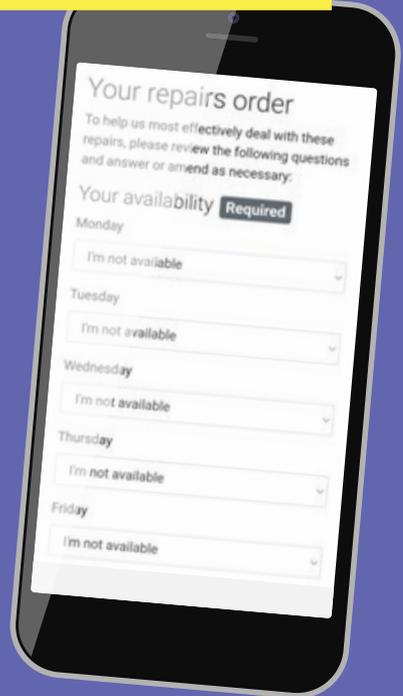
7. To continue with your booking and report a repair, click 'continue'.

If you decide to proceed with your repair request, we will now schedule the repair at a time and date that is convenient for you.

8. Please click the drop downs to select a convenient day and add contact details.

Your repairs order

To help us most effectively deal with these repairs, please review the following questions and answer or amend as necessary:

Your availability Required

Monday

I'm not available

Tuesday

I'm not available

Wednesday

I'm not available

Thursday

I'm not available

Friday

I'm not available

Polite notice

This may be chargeable if the damage is determined to be caused deliberately or by your neglect.

Arrange for a contractor to attend to this repair

All our repairs are undertaken by accredited contractors. Please continue with your booking to create your repair instruction and to confirm access arrangements for the contractor.
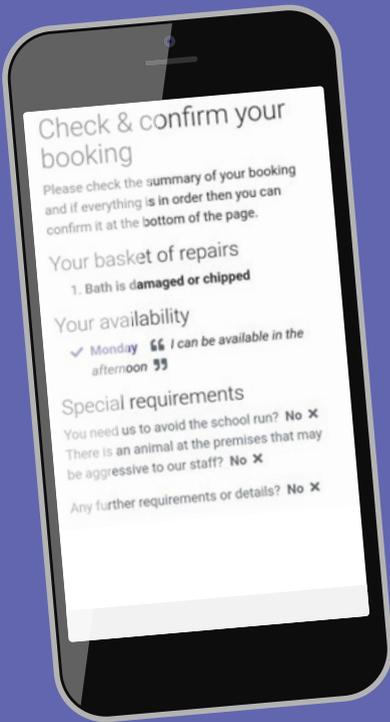
I fixed it myself ✓

View my basket 🛒

Continue >

TEST

QUICK TIP!

You can also add additional requirements, including avoiding the school run.

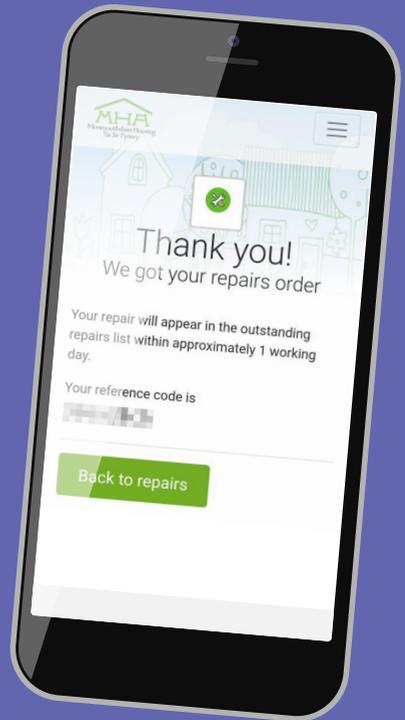## 9. Final check –you will be directed to this summary page.

Once you've read the summary, if you're happy with the details, please click 'confirm'.

If you'd like to amend information before pressing confirm, please select 'back to booking'.

10. Hoot hoot hooray! We've got your repairs, thank you!

You will now have see confirmation of your repair accompanied with a unique reference number.

Check & confirm your booking

Please check the summary of your booking and if everything is in order then you can confirm it at the bottom of the page.

Your basket of repairs
1. Bath is damaged or chipped

Your availability
✓ Monday   " I can be available in the afternoon "

Special requirements
You need us to avoid the school run? No ✕
There is an animal at the premises that may be aggressive to our staff? No ✕

Any further requirements or details? No ✕

Thank you!
We got your repairs order

Your repair will appear in the outstanding repairs list within approximately 1 working day.

Your reference code is

Back to repairs

We have created a suite of 'How to' guides to help you to use the App, if you are struggling, please contact us on **0345 677 2277** and we will be happy to talk you through what you need to do.

If you require this document in Welsh or any other language, large print, braille or in an audio format. Please contact the **0345 677 2277** or email **corporateservices@monmouthshirehousing.co.uk**

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