



Repair history & appointments

MyHaltonHome is one of the easiest ways you can manage your tenancy, from reporting repairs to checking your rent balance, it is your one stop shop for managing your tenancy.

Repair history

To check your repair history log into [MyHaltonHome](#)

STEP 1:

Once you have logged in now click on the **'Repair'** tab at the top of the screen.

This will take you to another screen and if you have a repair booked, the date that we are due to carry out the repair will be displayed at the top of this screen.

STEP 2:

Scroll down the screen to beneath the large icons, this is where your repair history will be displayed.

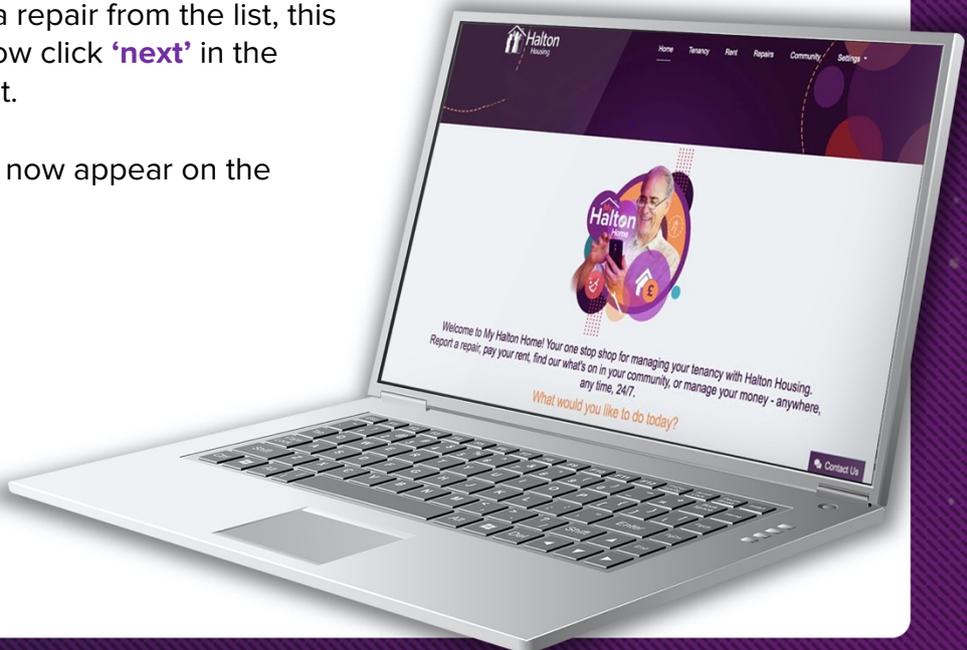
You will be able to see the most recent repairs at the top of the list, with the oldest repairs displayed underneath.

The information you provided when you requested a repair will be shown under 'description' along with the date you made your request, if the repair has been completed and a date of any follow up appointment.

STEP 3:

For details of a repair, click on a repair from the list, this will highlight the line in blue. Now click **'next'** in the blue bar at the bottom of the list.

Further details of the repair will now appear on the next screen.





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Change repair appointment

If the repair hasn't been completed and if your appointment for this repair is no longer appropriate, you have the option to request a different appointment or cancel the repair.

STEP 1:

To do this click **'next'** in the blue bar beneath the repair details.

Two buttons will now be shown on screen 'change appointment' and 'cancel repair'

STEP 2:

If you would like to change the date of the repair, click **'change appointment'**.

You can now select the day and time you are available for the repair to be carried out. You can select multiple days by clicking in the box next to each date.

Once you have selected the day/s, now select a time by choosing one option from the list.

Cancel repair appointment

If the repair hasn't yet been completed and if you would like to cancel your appointment click on the repair in your repair history (see above), click **'cancel repair'**.

In the white box, enter a few details to let us know why you would like to cancel the repair*.

Once you have done this, click **'cancel'**. **Your request will then be reviewed by one of our team.**

*Don't forget, if an appointment has been made we need at least 24 hours' notice to consider a cancellation request.

