



Check repair status

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.

Check repair status

To check the status of a repair you have reported, log into **MyHaltonHome**

STEP 1:

Once logged in click from the main menu, select **'Repairs'**.

At the bottom of the screen a list of any repairs you have reported will now be displayed.

This may be a single line if you have reported only one repair during your time as our customer, or a longer list if you have reported more than one repair during your tenancy.

STEP 2:

From the list shown click on the repair you are chasing up then tap 'next'. You should now see an overview of the details of your repair (order details). Below your order number, you'll see a line which shows whether the repair has been marked as completed. If **'No'** appears here click on **'Next'**.

A list of three options will now appear including **'Change your appointment'** or **'Cancel your repair'**. To check on the status of your repair tap **'Chase Repair'**.

STEP 3:

On this screen Here you need to provide some information as to why you are chasing the repair. You don't need to write a lot, an example of what you might write here might simply be 'not heard'.

Once you have filled in this information, click this box **'Chase Repair Request Sent'** and your request will be processed within 3 days.

