My Halton Home

Request a repair

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.

Request a repair

Log into **MyHaltonHome**

STEP 1:
Once logged in click **'Repair'** tab at the top of the page.

STEP 2:
Click on the **request a repair** icon (a spanner and screwdriver).

STEP 3:
On screen there are two boxes.

Under **'Where is the repair needed?'** click on the white box. A list of areas (such as bathroom, cupboard, garage) will now appear. When you have found the area that the item that needs repairing is in click on it and this will show in the white box.

In the other white box underneath please provide a description of the work that is required. Simply type in here what the problem is.

Please provide as much information as you can to help us process your enquiry as quickly as possible.

When you are happy with all your information **click the blue button** with **next** on.

STEP 4:
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.

STEP 4 continued
Once you have selected the day/s, now select a time by choosing one option from the list.

When you happy with all your information click on **submit.**

STEP 5:
A 'Thank you' message will now appear on screen. Click on '**okay**'.

You will now see a screen which confirms that your repair request has been submitted successfully and Halton Housing will be in contact to arrange your repair.

NOTE:
When you are going through these steps and want to make any changes to the information you have submitted simply click **'previous'** at the bottom of the screen any time you need to resubmit information.