

# REPORTING A REPAIR

## REPORT

To report a repair email  
**housingmaintenance@  
welhat.gov.uk**  
or call 0800 111 4484

## STEP 1

## STEP 2

## SCHEDULE

Our contractor, Morgan Sindall, will contact you to arrange an appointment based on the urgency and type of repair.

## REMINDERS

You'll receive a reminder by text or phone ahead of your appointment, with the opportunity to re-arrange if needed.

## STEP 3

## STEP 4

## REPAIR

Each repair will be completed within a set timeframe.

## FOLLOW UP

If you receive a survey about your repair, please take a moment to complete it. Your feedback helps us improve our service.

## STEP 5



**WELWYN  
HATFIELD**