

Repairs on My PA

You can report new repairs for your home and communal areas on My PA as well as check the status of already reported repairs

Check the status of a repair by searching your reference number here

Click here to report a new repair

The screenshot shows the 'My Repairs' dashboard. At the top, it says 'Here you can see the repairs you have reported within the last 12 months'. Below this is a key for 'Completed' (blue dot) and 'In Progress' (red dot). A 'Report a Repair' button is visible. A search bar is labeled 'Search by Reference number' with a dropdown menu set to 'All'. Below the search bar are two tabs: 'Personal' and 'Communal'. The 'Communal' tab is selected. A table of repair records is shown below the tabs. The table has columns for 'Status', 'Property', 'Raised', 'Contractor', and 'Description'. Two records are visible, both marked as 'Completed'.

Status	Property	Raised	Contractor	Description
Completed	951838/1	Raised: 24 Feb 2020 Scheduled: 02 Mar 2020 13:00 - 17:00	Wates Group - Living Space	Burst:Turn off/on water supply; drain down; remove leaking/defective fitting of any type ne 28mm diameter; prepare existing pipework and renew fitting reinstate pipe lagging and test; Tap:Overhaul any type of tap; dismantle and renew any parts; reseating; repacking gland; reseal tap; cleaning down stem; reassemble; and packing gland and test on completion;
Completed	939019/1	Raised: 20 Jan 2020 Scheduled: 28 Jan 2020 13:00 - 17:00	Wates Group - Living Space	Burst:Turn off/on water supply; drain down; renew ne 1.00m length of any pipe, excluding lead; ne 28mm diameter including all bends; connectors; fittings; reinstate pipe lagging; test;

You can choose to view your personal or communal repairs

Here you have the status, works order reference, raised and appointment date, contractor and brief description of the works needed.

Once you have clicked on 'Report a Repair' you will be asked to confirm your contact details and if the repair is in your property or a communal area.

You can search here for key words i.e. taps

The screenshot shows the 'Report a Repair' form. At the top, it says '0 repairs added'. Below this is a 'Back to start' link. A search bar is labeled 'Search repair' with a 'clear' button. Below the search bar are three radio button options: 'Bathroom', 'Kitchen', and 'Windows & Doors'. Each option has a right-pointing arrow.

If you don't search by key word each page will ask you for more information on your repair. The first of these is which room it is in. Depending on which option you pick you will be presented with a list of possible repairs related to that room such as under bathroom you will find toilet. You need to then select the issue with the toilet i.e. leak.

Once you have submitted this repair you are able to book an appointment slot (which offers the same availability as calling in to the repairs contact centre).