

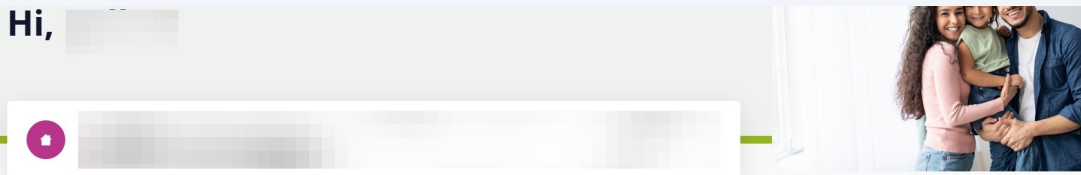
How to report a repair



This is a step-by-step guide for managing and logging a repair within MySHG portal. Within the portal you can view all your upcoming and recent repairs as well as log a new repair, book an appointment and reschedule an appointment.

1

Go to <https://myshg.stockporthomes.org> and login using your email address and password.



Your account balance

£593.43

⊗ You're currently in arrears.

Make a payment

View statements

Your upcoming repairs appointments

Light fitting replacement

Date confirmed for 20 June 2019 at 12:00 BST

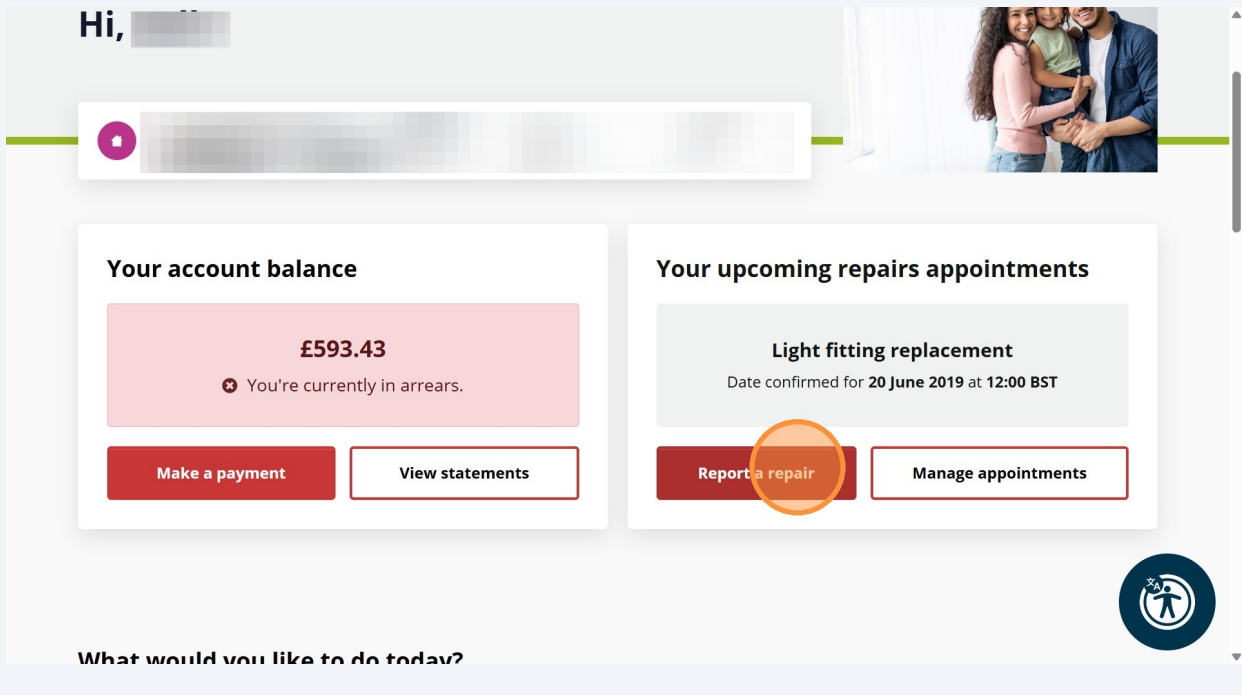
Report a repair

Manage appointments

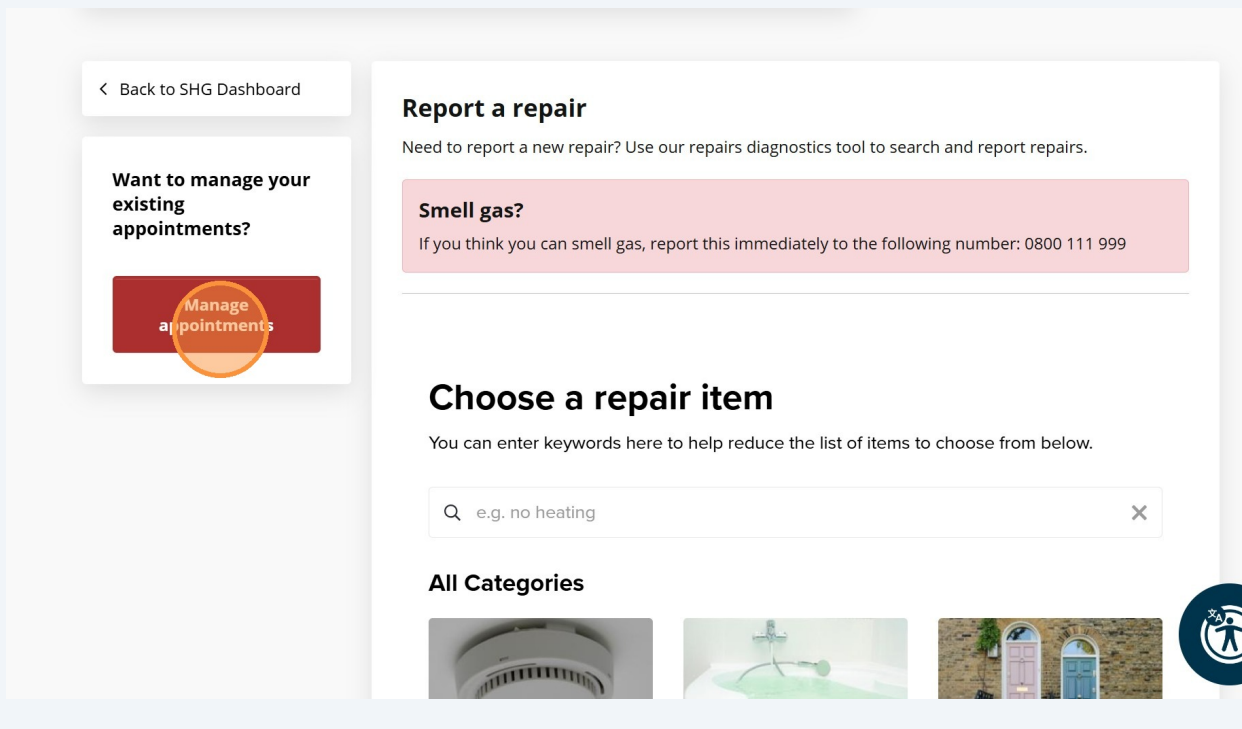
What would you like to do today?



2 Click 'Report a repair' to be taken to the repairs area.



3 To view recent or upcoming repairs click on 'Manage appointments'.



4

Here you can view your upcoming repairs and previously raised repairs. 'Open jobs' will show the repairs that you have reported that have not yet been completed.

< Back to SHG Dashboard

Repair appointments

Report a repair

Your repairs

Report a new repair

Open jobs (0) Previous jobs (3)

Filter: All jobs

There are no open jobs to display

Report a repair

Need to report a new repair? Use our repair diagnostics tool to search and report repairs.

Report a repair

5

Click 'Previous jobs' to view the repairs that you have reported and have already been completed.

< Back to SHG Dashboard

Repair appointments

Report a repair

Repair appointments

View and manage your previous and upcoming repair appointments.

Your upcoming appointments:

No upcoming appointments.

Your repairs

Report a new repair

Open jobs (0) Previous jobs (14)

Filter: All jobs

Cancelled Job reference: 15291279

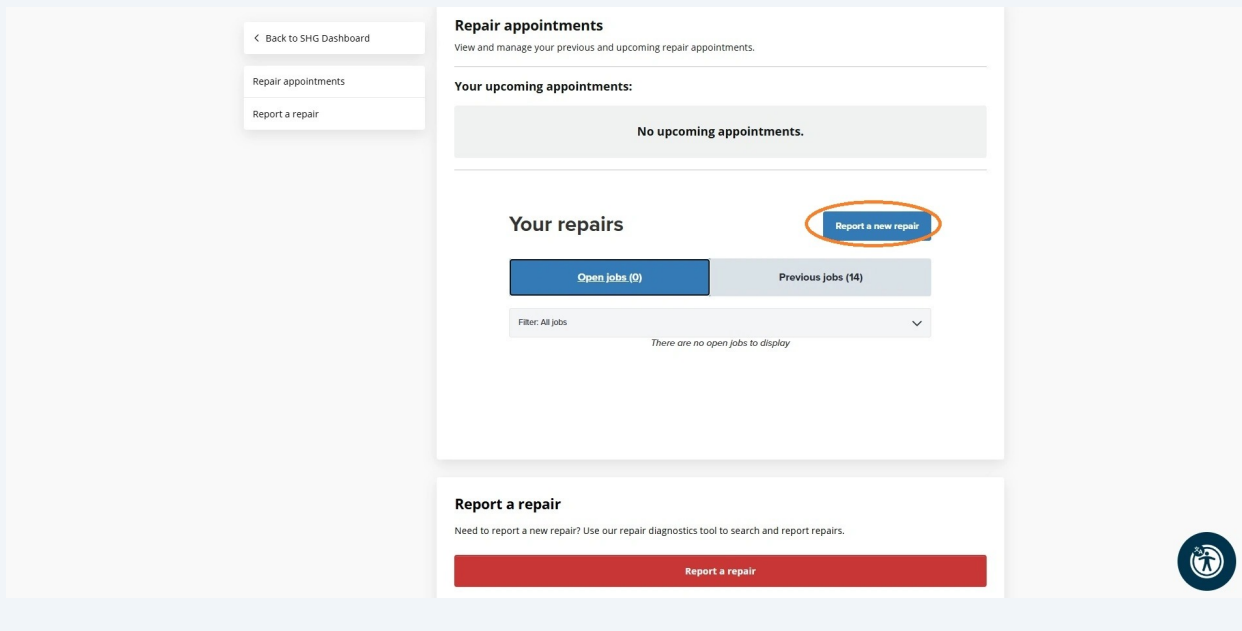
Phone number: [redacted] Tap is faulty

You reported this on the Tue 24th Mar at 13:58

Show / amend appointments

Cancelled Job reference: 15283647

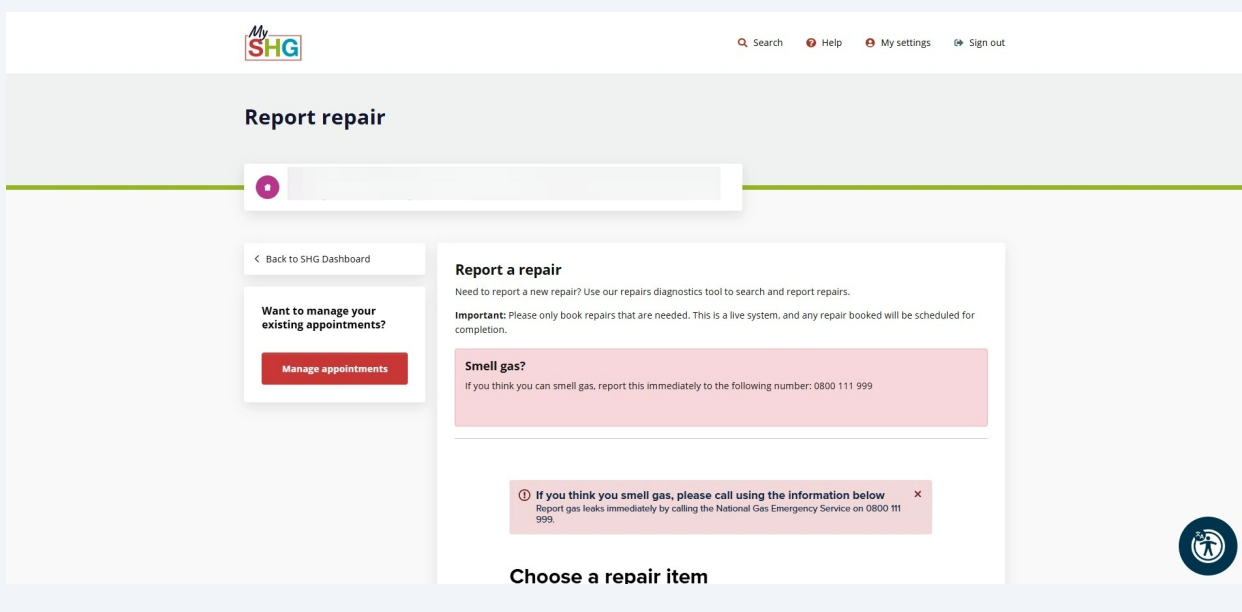
6 To raise a new repair click on the 'Report a new repair' button.



7 This will take you to the repairs area of the portal.

Please note: If your repair is urgent and needs attention the same day, this is classed as an emergency repair and cannot be logged through the MySHG portal. Please call our One Number Team on 0161 217 6016, option 1, so we can help you as quickly as possible.

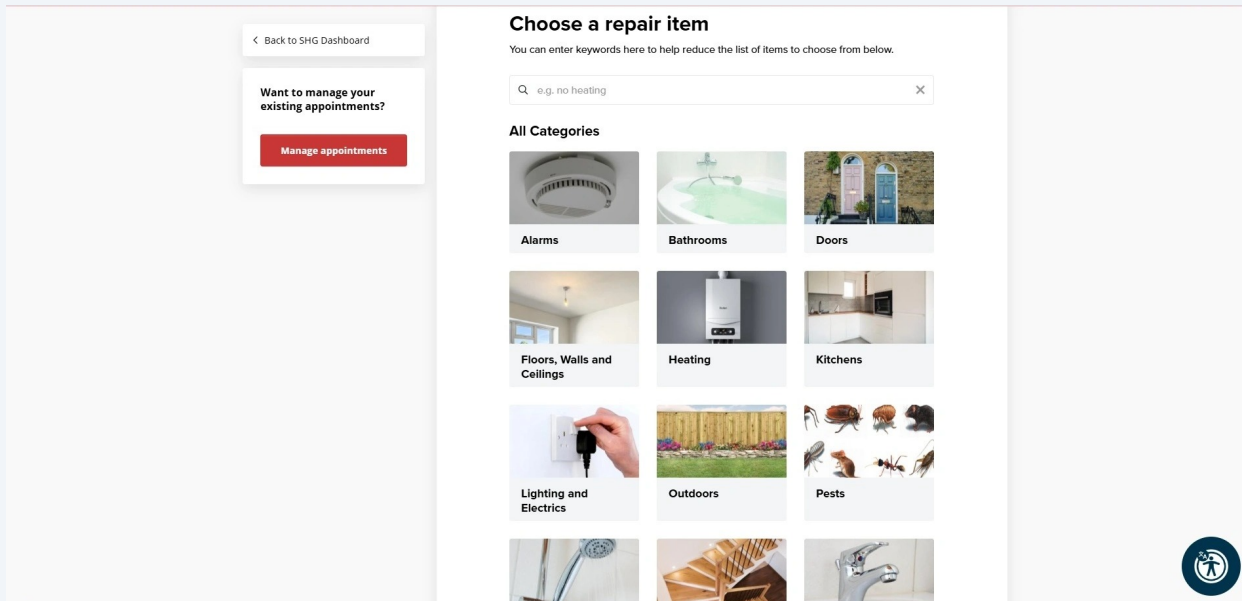
If you think you can smell gas, please report this immediately by calling 0800 111 999.



8

To report a repair, you first need to choose a repair item. Either type into the search box or click on the closest relevant category for the repair you are raising.

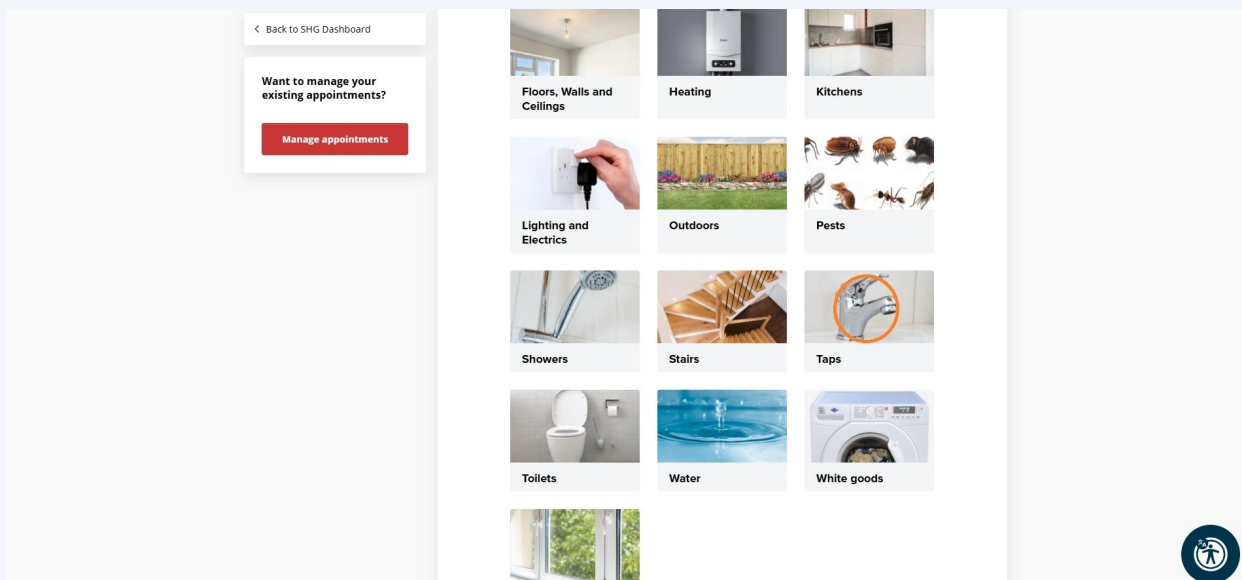
Please note: In some cases, you'll be asked a few questions to help us understand the problem. Please answer these as accurately as you can.



9

As an example, let's report a tap leaking in the bathroom.

First, select 'taps' from the list of options.



10 Then select 'tap is faulty'.

The screenshot shows the SHG dashboard interface. On the left, there is a sidebar with a back button and a 'Manage appointments' button. The main content area displays a warning message about gas leaks, followed by a search bar with the text 'e.g. no heating'. Below the search bar, there is a list of repair items: 'Faulty outside tap' and 'Tap is faulty'. The 'Tap is faulty' option is highlighted with an orange circle. At the bottom, there are two 'Return to categories' buttons.

11 Choose 'the tap is leaking' from the list of issues.

The screenshot shows the SHG dashboard interface. On the left, there is a sidebar with a back button and a 'Manage appointments' button. The main content area displays a question: 'What best describes the issue with the tap?'. Below the question, there is a list of options: 'A problem not shown above', 'No hot water', 'No water at all (hot or cold)', 'The tap is leaking', and 'The tap is loose or wobbly'. The 'The tap is leaking' option is highlighted with an orange circle. At the bottom right, there is a circular logo.

12

Next you will be asked if the leak is containable. For more information, click on 'I need help choosing'.

If the leak is not containable, this is classed as an emergency, so you will need to call us on 0161 217 6016 (option 1).

If it is containable, select 'yes' and continue with your repairs report.

completion.

< Back to SHG Dashboard

Want to manage your existing appointments?
Manage appointments

Smell gas?
If you think you can smell gas, report this immediately to the following number: 0800 111 999


Show my answers

Is the leak containable?

I need help choosing

No

Yes



13

Then choose the type of tap from the options show. For this example, we are selecting 'mixer tap'.

< Back to SHG Dashboard

Want to manage your existing appointments?
Manage appointments


Show my answers

What type of tap is it?

Lever tap

Mixer tap

Pillar tap



14 Next you need to describe the problem. Please provide as much detail as possible.


< Back to SHG Dashboard

Repair appointments

Report a repair


Describe the problem

Please only upload images relevant to your repair. Try taking photos from different angles to help us get a good view of the problem.




Tell us about the problem (optional)

75 characters remaining




Add a photo (optional)


(4/4 attachments remaining)



Drag your files here or [select a file to upload.](#)




15 You can then choose to add photos to your repairs report. You can upload up to 4 images, please ensure that they are less than 100mb in size.



Add a photo (optional)

(4/4 attachments remaining)



Drag your files here or [select a file to upload.](#)

File sizes up to 100.00 MB

Location of the problem *

16

Next click on 'location of the problem' and select from the list where the repair is located within your home. In this example, select 'bathroom'.

< Back to SHG Dashboard

Repair appointments

Report a repair

Drag your files here or [select a file to upload](#).

File sizes up to 100.00 MB

Location of the problem *

Please select...

Continue

17

Once you have added in all the details, click on continue.

Location of the problem *

Bathroom

Continue

18

Then go to 'General Comments' and add any additional information you think is relevant. For example, knock loudly.

< Back to SHG Dashboard

Repair appointments

Report a repair

repair requests

ⓘ If you call us out to put right damage that is your fault, or beyond normal wear and tear then we will recharge the cost to you.

Bathrooms
Basin is leaking

General Comments

e.g. keys at number 10

Phone number *

[Add another repair item](#) [Continue](#)

[Back to top](#)

19

Click the 'Phone number' field and enter a contact number for the repair you are reporting.

< Back to SHG Dashboard

Repair appointments

Report a repair

Repair requests

ⓘ If you call us out to put right damage that is your fault, or beyond normal wear and tear then we will recharge the cost to you.

Bathrooms
Basin is leaking

General Comments

e.g. keys at number 10

Phone number *

123123123

[Add another repair item](#) [Continue](#)

20

Once you have added all the details, click on 'continue' and the repair will be logged.

ointments

pair

⚠️ If you call us out to put right damage that is your fault, or beyond normal wear and tear then we will recharge the cost to you.



Bathrooms

Basin is leaking



General Comments

e.g. keys at number 10



Phone number *

Please provide a valid UK phone number.

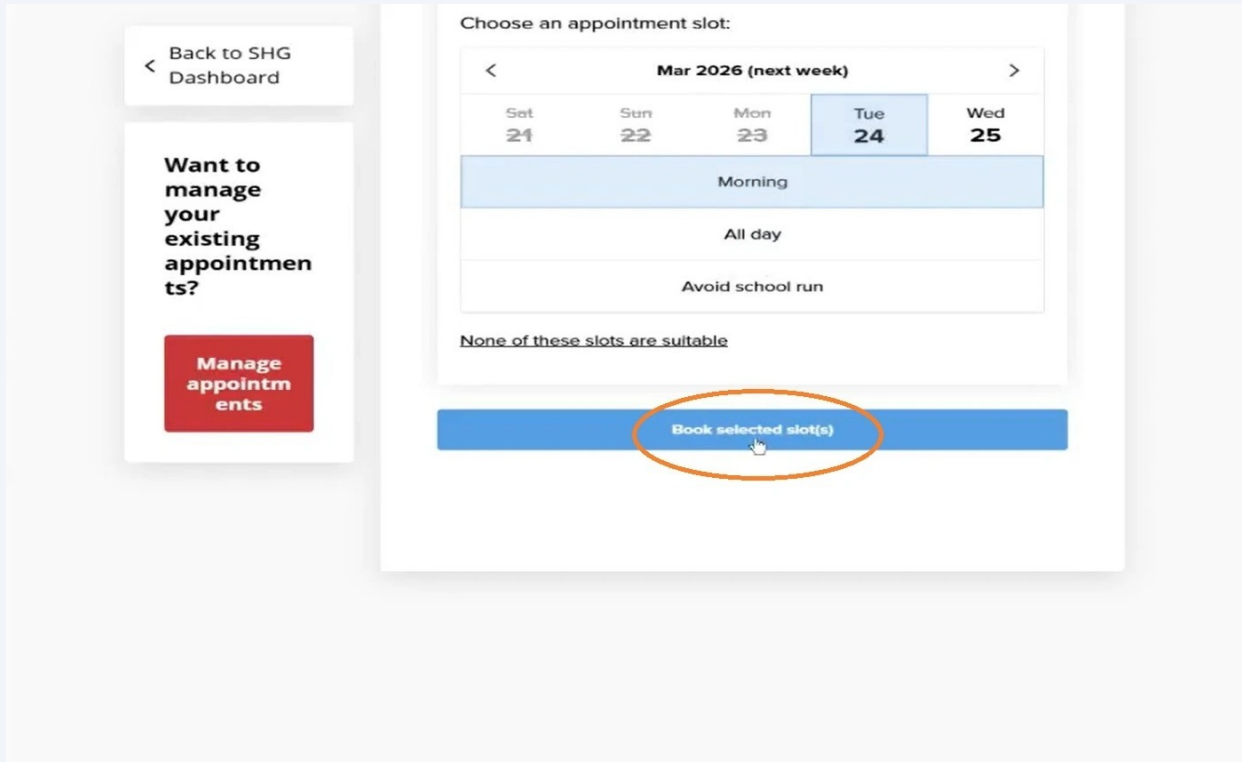
21

Now you have reported your repair you can book a convenient time for us to come and fix it.

Scroll along and choose a date that works for you. Then select, 'morning', 'all day', 'avoid school run' or 'afternoon' from the options for the time of the appointment.

Then click 'book selected slot(s)' to book your repairs appointment.

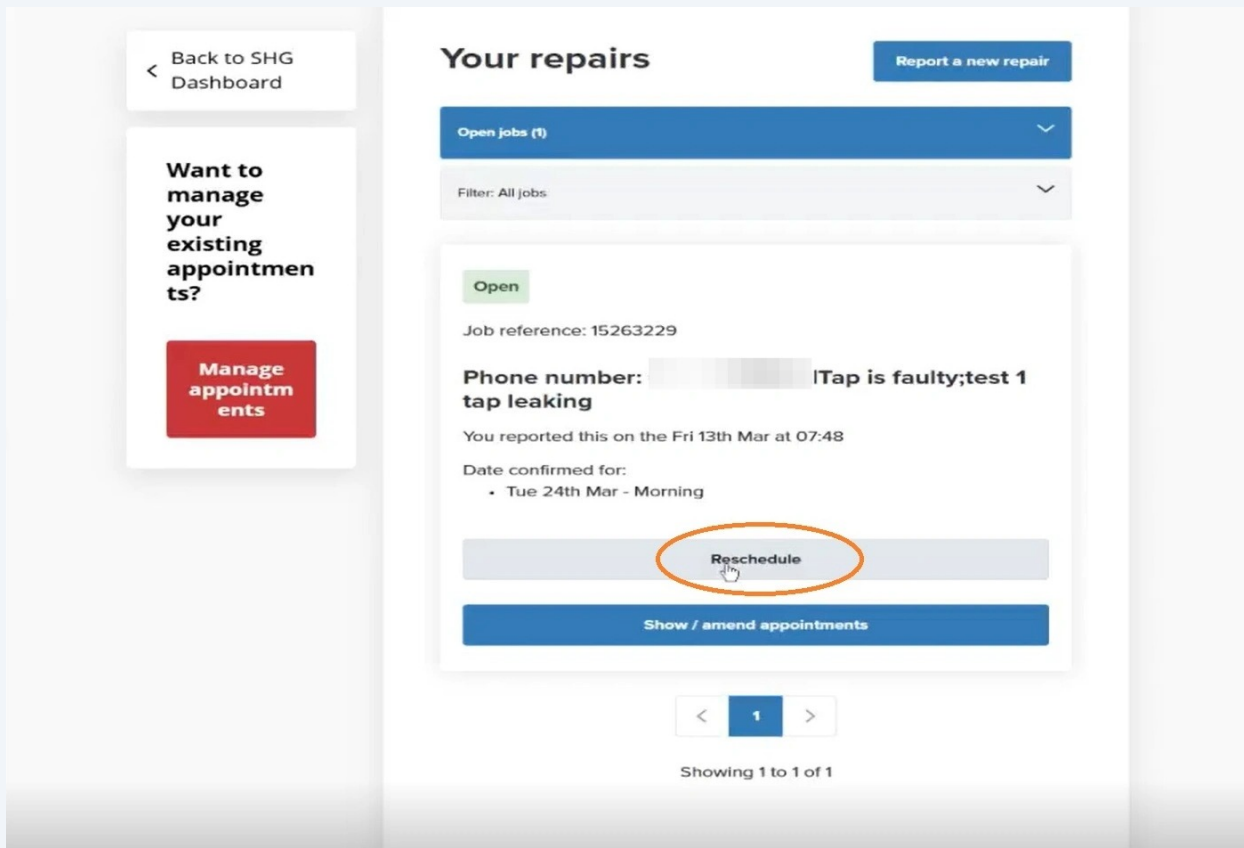
You have now booked an appointment for your leaking tap in the bathroom.



22

If you need to reschedule a repairs appointment, go to 'open jobs' and select the appointment you want to change, then click 'reschedule'.

Then you can select a new date from the calendar, provide a reason for rescheduling and click 'reschedule'.



If you can't find the repair you need to report, have any problems reporting a repair, or need to report an emergency repair, please call our One Number Team on 0161 217 6016, option 1.