

## Report a repair

All fields marked \* must be completed

Full name\*

Property Address\*

Telephone Number\*

Email address

Brief description  
of repair needed\*

### Please send to:

Mount Green Housing Association  
33 Bridge Street  
Leatherhead  
Surrey, KT22 8BN

### Other ways to report a repair

During Office Hours: Call our freephone number 0800 389 7291, report the repair to your Sheltered scheme Manager or email us at [reception@mountgreen.org.uk](mailto:reception@mountgreen.org.uk) or fill in our form online at [www.mountgreen.org.uk/report-a-repair.php](http://www.mountgreen.org.uk/report-a-repair.php)

Outside office hours: Call our Emergency Repair Request Hotline on 01372 819092 or if you are in Sheltered Housing, pull your alarm cord.

### Please note:

- We may need to inspect the problem first.
- We may ask a contractor to carry out the work immediately.
- You will be sent a copy of the repair order which will include the name of the contractor and date the repair will be completed.
- The contractor will contact you directly to arrange a convenient appointment.
- Please ensure someone is there to let the contractor in, and if you are unable to keep the appointment please advise the contractor, otherwise you will be charged for a missed appointment.
- If repairs are not completed by the date shown on the repair order form, please let us know.