

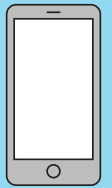
# How to report a repair

## Online:

The quickest way to report a repair is online [www.progressgroup.org.uk/repair](http://www.progressgroup.org.uk/repair)  
For the majority of repairs, you can also choose and book the most convenient appointment time. Please scan the QR code with your phone.

## By telephone:

We like to keep our phone lines free for tenants reporting emergency repairs so that we can help them quickly. If you really need to speak to an advisor, you can call us on **0333 320 4555**.



## By live chat:

You can report a repair with a live chat advisor at [www.progressgroup.org.uk](http://www.progressgroup.org.uk).  
We are online from 8am to 5pm, Monday to Friday.



## In writing or in person:

Progress Housing Group  
Sumner House  
21 King Street  
Leyland  
Lancashire  
PR25 2LW



## Track your repairs

You can track your repairs and check your appointment date online [my.progressgroup.org.uk](http://my.progressgroup.org.uk).

We will also send you a text message before we arrive. Please remember to cancel repairs if you are no longer going to be in.

## In an emergency

For emergency repairs, call us on **0333 320 4555**. If someone is in danger, call 999.

## Report a repair to your estate caretakers

Does the problem you are reporting relate to a communal area or concern your neighbourhood? If so, then it could be a job for our estate caretakers.

**Report a repair Telephone 0333 320 4555**

**Follow us on social**  

**Website [www.progressgroup.org.uk](http://www.progressgroup.org.uk)**



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