



OPC GWE Helpdesk



0800 888 4242



GWE.helpdesk@mod.secmitie.co.uk

From 1st June 2024, Mitie is your first point of call for all MOD infrastructure, maintenance and repair matters.

The Helpdesk is located at Normandy Barracks, Paderborn. Each Helpdesk communication received will typically fall into one of the following categories: fault and repair reporting, compliments, complaints, enquiries and notifications, all of which will be processed and recorded on Mitie's call management system.

Our Helpdesk is contactable 24/7, 365 days a year by:

- Telephone **0800 888 4242**
- Email: **GWE.helpdesk@mod.secmitie.co.uk**

What we deal with:

- All MOD infrastructure, maintenance and repair matters
- All fault reporting and maintenance requests & enquiries
- Compliments and complaints

Information we need when you contact us:

- Your name, contact number and email
- Location of the issue (site, building number, room number, asset number)
- Description of the fault
- Any access restrictions we need to be aware of
- A point of contact on site

Emergencies:

- For emergency works or critical issues, please call the helpdesk directly to ensure your issues are dealt with promptly.

Please scan to view the **Guidance for Estate Users**



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