

Housing Online – How to guide to booking a repair online

How to book a repair online

With Housing Online, you can book a repair any time whenever it suits you. You can choose an appointment time and view your scheduled and completed repairs. It's quick and easy to get set up.

Step 1

Register for a Housing Online account

<https://housing.ipswich.gov.uk>

You will need your tenancy reference or payment reference (available on any letter sent from the Council's Housing Department) and your National Insurance number.

Step 2

Log into Housing Online <https://housing.ipswich.gov.uk>

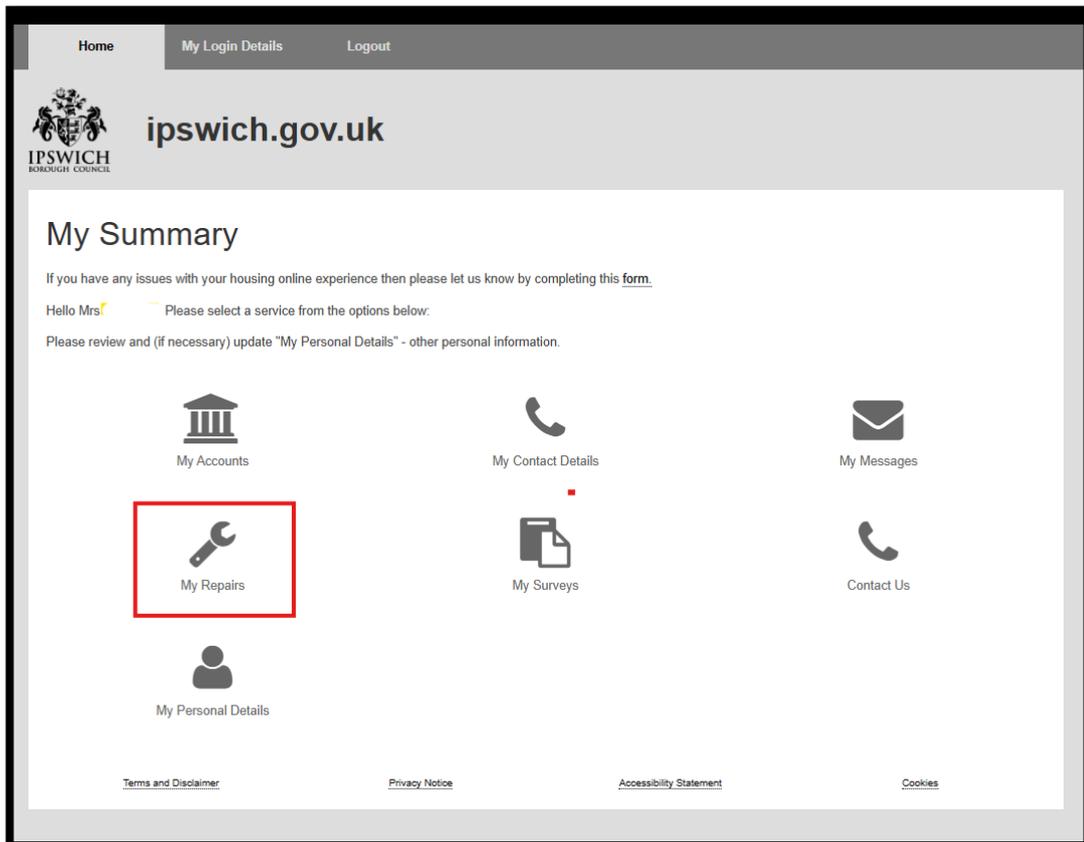


The screenshot shows the login page for Ipswich Housing Online. At the top left is the Ipswich Borough Council logo and the text 'ipswich.gov.uk'. Below this is a welcome message: 'Welcome to Housing Online. Please log in below, or if this is your first time, follow the button to "register for your account" below. If you have any issues with your housing online experience then please let us know by completing this [form](#).' The page features a 'Login to your account' section with a 'Username/Email Address' field containing the placeholder 'Enter your email address here'. Below this is a 'Forgot username?' link. The 'Password' field contains the placeholder 'Enter your password' and a 'Show' button. Below the password field is a 'Forgot password?' link. At the bottom of the login section are three buttons: a pink 'Log In' button, a light pink 'IBC Tenant - register for your account' button, and a light pink 'Non IBC Tenant - register for an account' button. At the very bottom of the page are four links: 'Terms and Disclaimer', 'Privacy Notice', 'Accessibility Statement', and 'Cookies'.

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Step 3

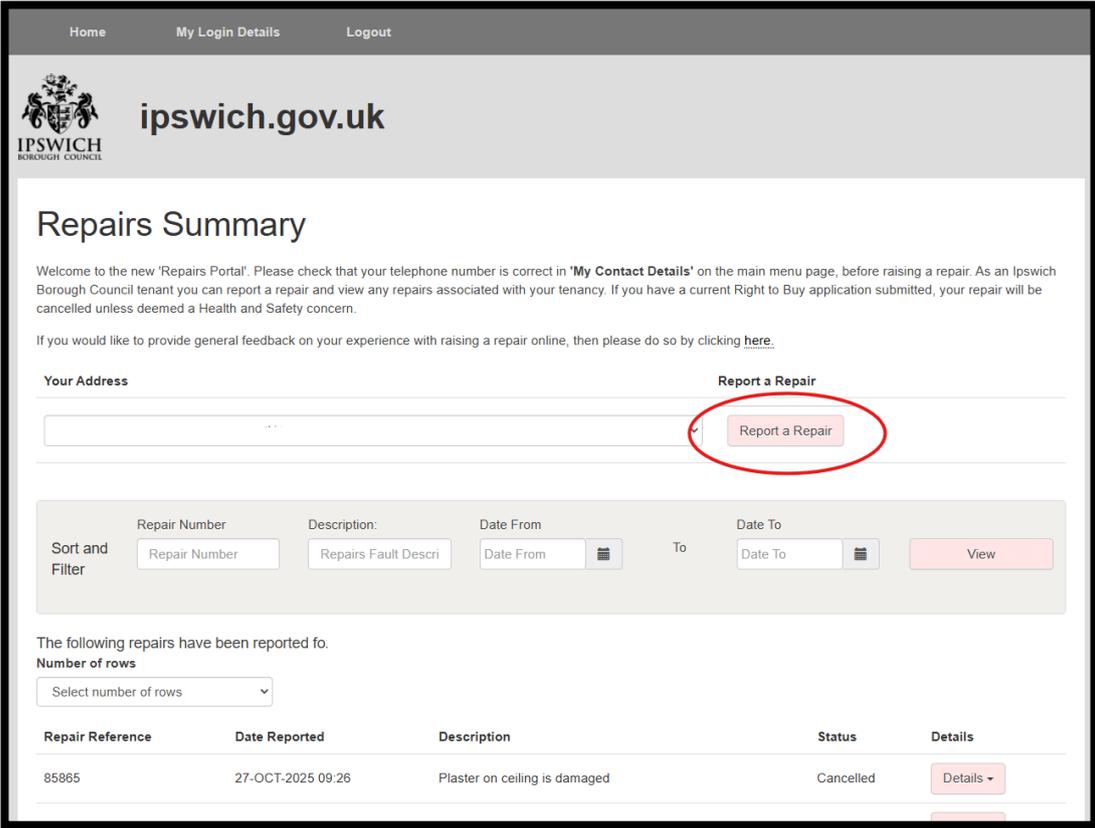
Select the My Repairs icon from the My Summary page.



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Step 4

To report a new repair, click on the **Report a Repair** button next to your address.



Home My Login Details Logout

 ipswich.gov.uk

Repairs Summary

Welcome to the new 'Repairs Portal'. Please check that your telephone number is correct in 'My Contact Details' on the main menu page, before raising a repair. As an Ipswich Borough Council tenant you can report a repair and view any repairs associated with your tenancy. If you have a current Right to Buy application submitted, your repair will be cancelled unless deemed a Health and Safety concern.

If you would like to provide general feedback on your experience with raising a repair online, then please do so by clicking [here](#).

Your Address Report a Repair

Report a Repair

Sort and Filter

Repair Number	Description	Date From	To	Date To	View
Repair Number	Repairs Fault Descri	Date From		Date To	View

The following repairs have been reported fo.

Number of rows
Select number of rows

Repair Reference	Date Reported	Description	Status	Details
85865	27-OCT-2025 09:26	Plaster on ceiling is damaged	Cancelled	Details -

When you have booked repairs online, these will appear on this page. **Only** repairs you have booked online appear here.

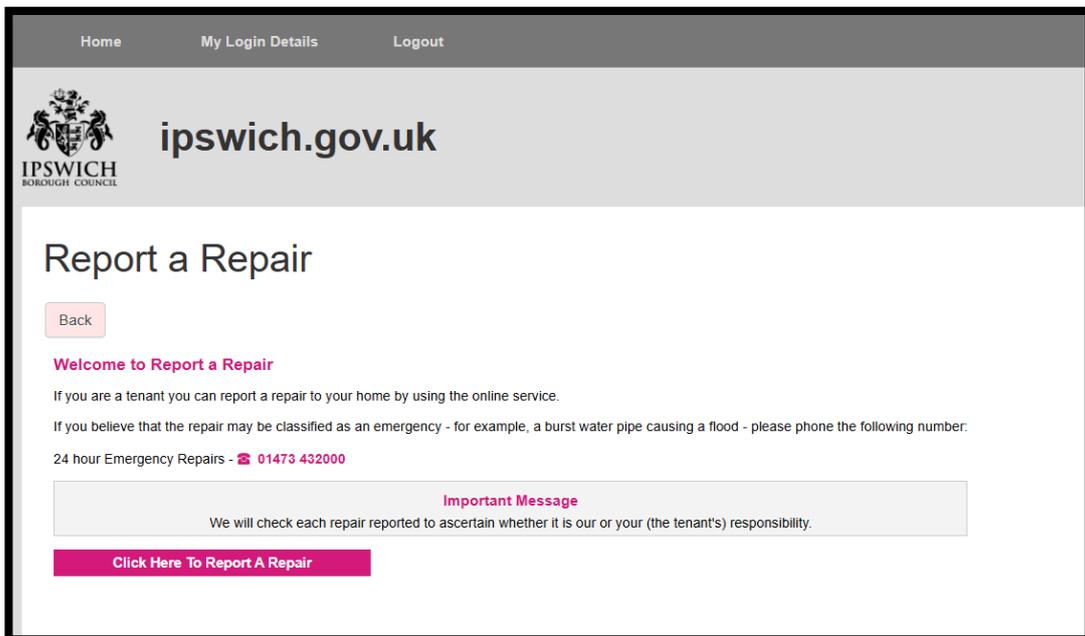
Step 5

For urgent repairs or where there is a risk to safety, please call our Customer Services Centre on 01473 432000.

Not all repairs are the responsibility of the Council, please check in the [Tenant Handbook](#) for your responsibilities.

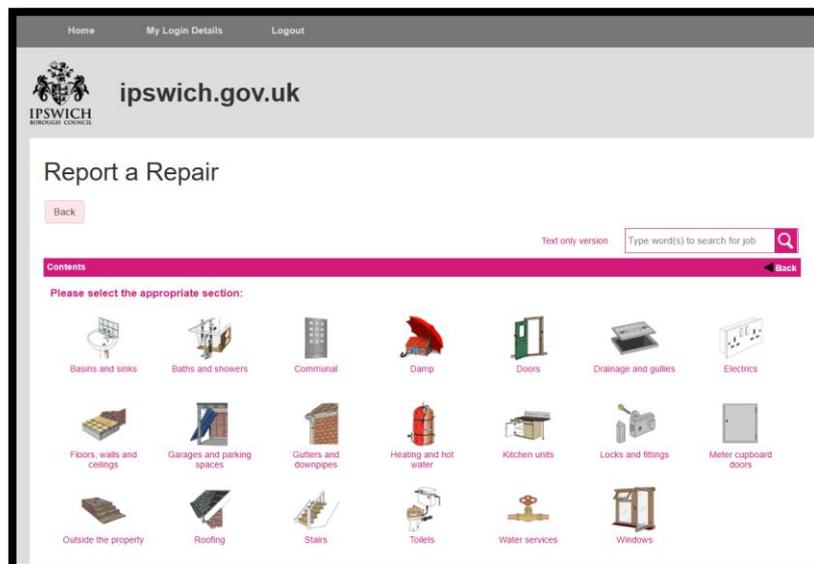
To continue, click on "Click Here to Report a Repair"

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Step 6

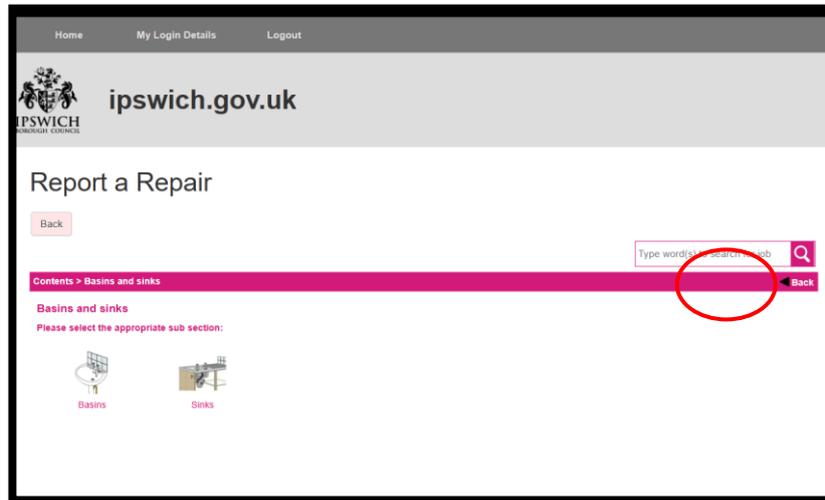
Select the appropriate section for the type of repair you'd like to report.



Step 7

Select the sub section and the specific type of repair that best describes the problem. Use the back button on the pink strip to go back one screen. The pink back button will take you back to the Repairs Summary page

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Home My Login Details Logout

ipswich.gov.uk

Report a Repair

Back

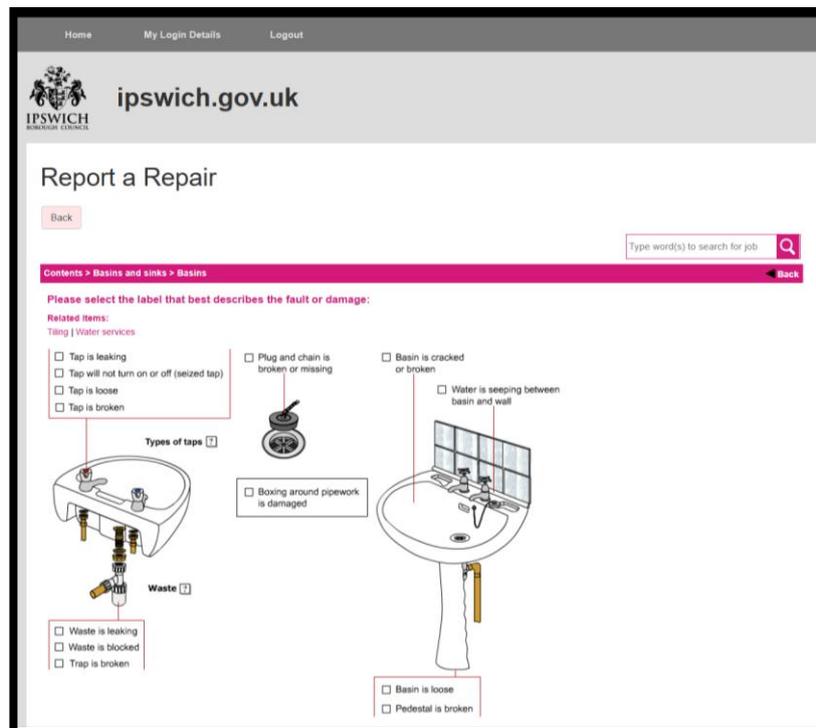
Type word(s) to search for job

Contents > Basins and sinks

Basins and sinks

Please select the appropriate sub section:

Basins Sinks



Home My Login Details Logout

ipswich.gov.uk

Report a Repair

Back

Type word(s) to search for job

Contents > Basins and sinks > Basins

Please select the label that best describes the fault or damage:

Related items:
Tiling | Water services

- Tap is leaking
- Tap will not turn on or off (seized tap)
- Tap is loose
- Tap is broken
- Plug and chain is broken or missing
- Basin is cracked or broken
- Water is seeping between basin and wall
- Boxing around pipework is damaged
- Waste is leaking
- Waste is blocked
- Trap is broken
- Basin is loose
- Pedestal is broken

Types of taps

Waste

Step 8

You'll now be asked if this has been installed by Ipswich Borough Council. If the answer is no, then the repair is your responsibility. If it has been installed by the Council, click yes.

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Step 9

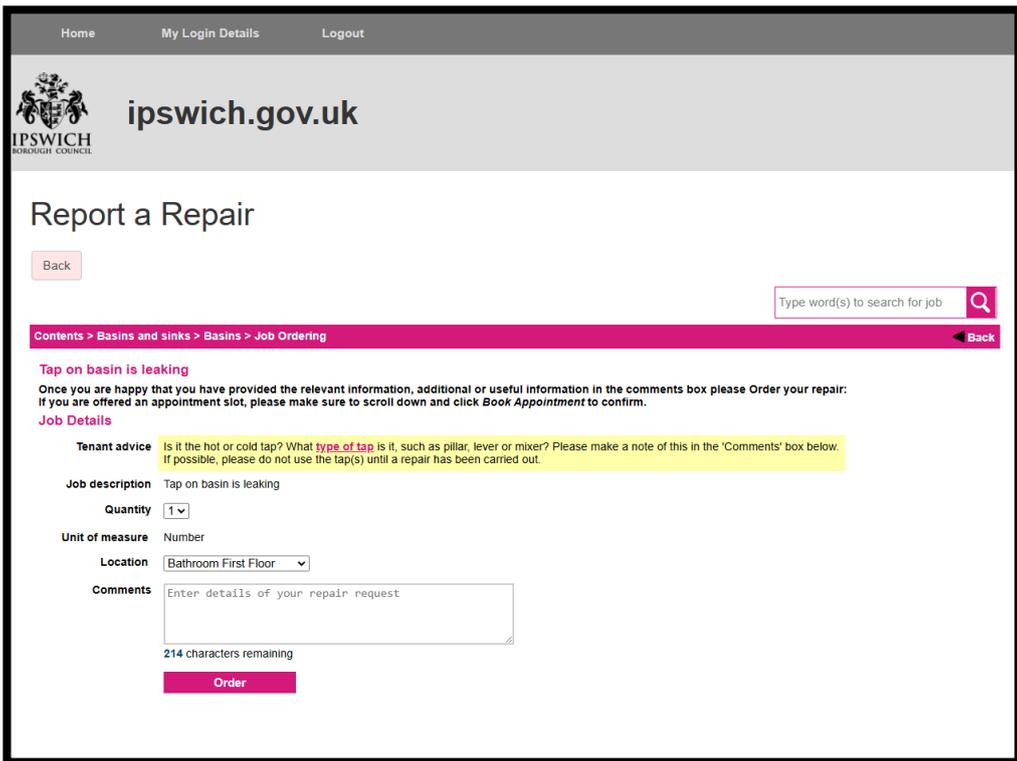
You'll now be asked if the damage was caused by a member of the household or a visitor. If it was caused by deliberate or accidental damage or by carrying out repairs yourself, we may charge you for the repair.

In some cases, you may be asked additional questions which may mean that the repair is classed as an emergency, and you'll need to contact our Customer Services Centre by phone.

If you're happy to proceed, click proceed.

Step 10

You're now at the Job Ordering page. Please give as much information as possible to help our repair team fix the problem.



The screenshot shows the 'Report a Repair' page on the Ipswich Borough Council website. The page has a navigation bar with 'Home', 'My Login Details', and 'Logout'. Below the navigation bar is the Ipswich Borough Council logo and the URL 'ipswich.gov.uk'. The main heading is 'Report a Repair'. There is a 'Back' button and a search bar with the placeholder text 'Type word(s) to search for job'. A breadcrumb trail reads 'Contents > Basins and sinks > Basins > Job Ordering'. The main content area is titled 'Tap on basin is leaking' and includes instructions: 'Once you are happy that you have provided the relevant information, additional or useful information in the comments box please Order your repair. If you are offered an appointment slot, please make sure to scroll down and click Book Appointment to confirm.' Below this is a 'Job Details' section with the following fields: 'Tenant advice' (highlighted in yellow) with the text 'Is it the hot or cold tap? What type of tap is it, such as pillar, lever or mixer? Please make a note of this in the 'Comments' box below. If possible, please do not use the tap(s) until a repair has been carried out.', 'Job description' (Tap on basin is leaking), 'Quantity' (1), 'Unit of measure' (Number), 'Location' (Bathroom First Floor), and 'Comments' (Enter details of your repair request). A character count shows '214 characters remaining'. At the bottom of the form is an 'Order' button.

Click on Order

The page may take up to 45 seconds to process the request depending on your internet connection. Please be patient and wait for the appointment page to load.

Step 11

A works order has now been created with a reference number. You now need to book an appointment from the slots presented on screen.

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Report a Repair

[Back](#)

Successful

Works order 892/1 successfully created. Please make a note of this reference and quote it in any future correspondence.

Appointment Information

Please indicate when you require an appointment. Only one appointment may be selected.

Wednesday, April 26, 2023

08:00 to 16:30 08:00 to 13:00 12:00 to 16:30 10:00 to 14:00

Thursday, April 27, 2023

08:00 to 16:30 08:00 to 13:00 12:00 to 16:30 10:00 to 14:00

Friday, April 28, 2023

08:00 to 16:30 08:00 to 13:00 12:00 to 16:30 10:00 to 14:00

Monday, May 01, 2023

08:00 to 16:30 08:00 to 13:00 12:00 to 16:30 10:00 to 14:00

Tuesday, May 02, 2023

08:00 to 16:30 08:00 to 13:00 **12:00 to 16:30** 10:00 to 14:00

Wednesday, May 03, 2023

08:00 to 16:30 08:00 to 13:00 12:00 to 16:30 10:00 to 14:00

Thursday, May 04, 2023

08:00 to 16:30 08:00 to 13:00 12:00 to 16:30 10:00 to 14:00

Friday, May 05, 2023

08:00 to 16:30 08:00 to 13:00 12:00 to 16:30 10:00 to 14:00

Book Appointment

Select one appointment slot

Click on **Book Appointment**

You will be asked to confirm the slot by clicking on OK. Select cancel if you need to go back to the available appointments page.

When you click OK, you'll receive a confirmation on screen of your reference number and your appointment slot.

You can now either report another repair or return to the Repairs Summary page where your repair will be listed.