

## Housing Online – How to guide to cancelling a repair online

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### How to cancel a repair booked online

With Housing Online, you can book a repair any time, reschedule the booked appointment or cancel it. Only repairs booked online can be cancelled online. If you booked your repair via our Customer Services Centre, please call 01473 432000 to cancel or amend.

#### Step 1

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

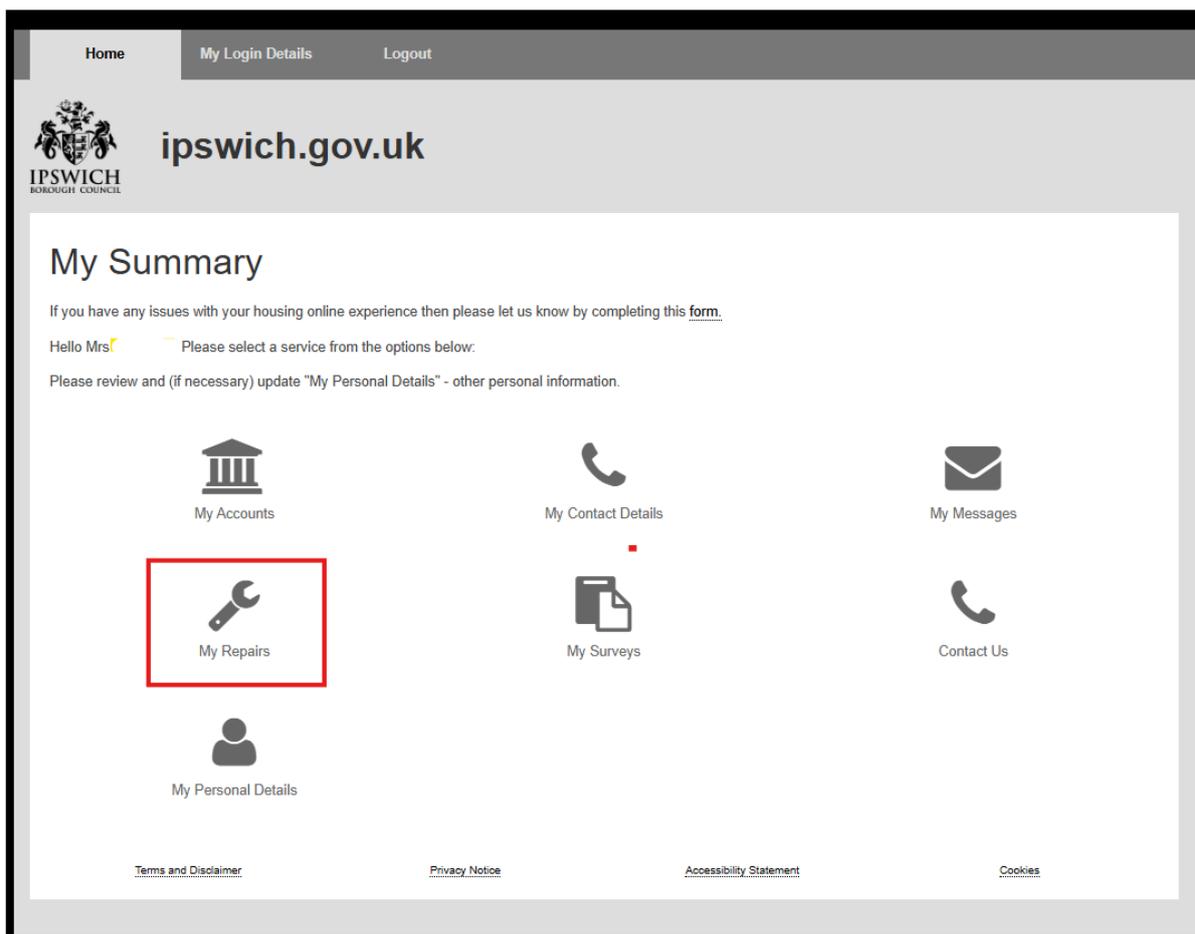


The screenshot shows the Ipswich Housing Online login page. At the top left is the Ipswich Borough Council logo and the text 'ipswich.gov.uk'. Below this is a welcome message: 'Welcome to Housing Online. Please log in below, or if this is your first time, follow the button to "register for your account" below. If you have any issues with your housing online experience then please let us know by completing this [form](#).' The main section is titled 'Login to your account' and contains a 'Username/Email Address' field with the placeholder 'Enter your email address here' and a 'Forgot username?' link. Below that is a 'Password' field with the placeholder 'Enter your password' and a 'Show' button. There is also 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 2

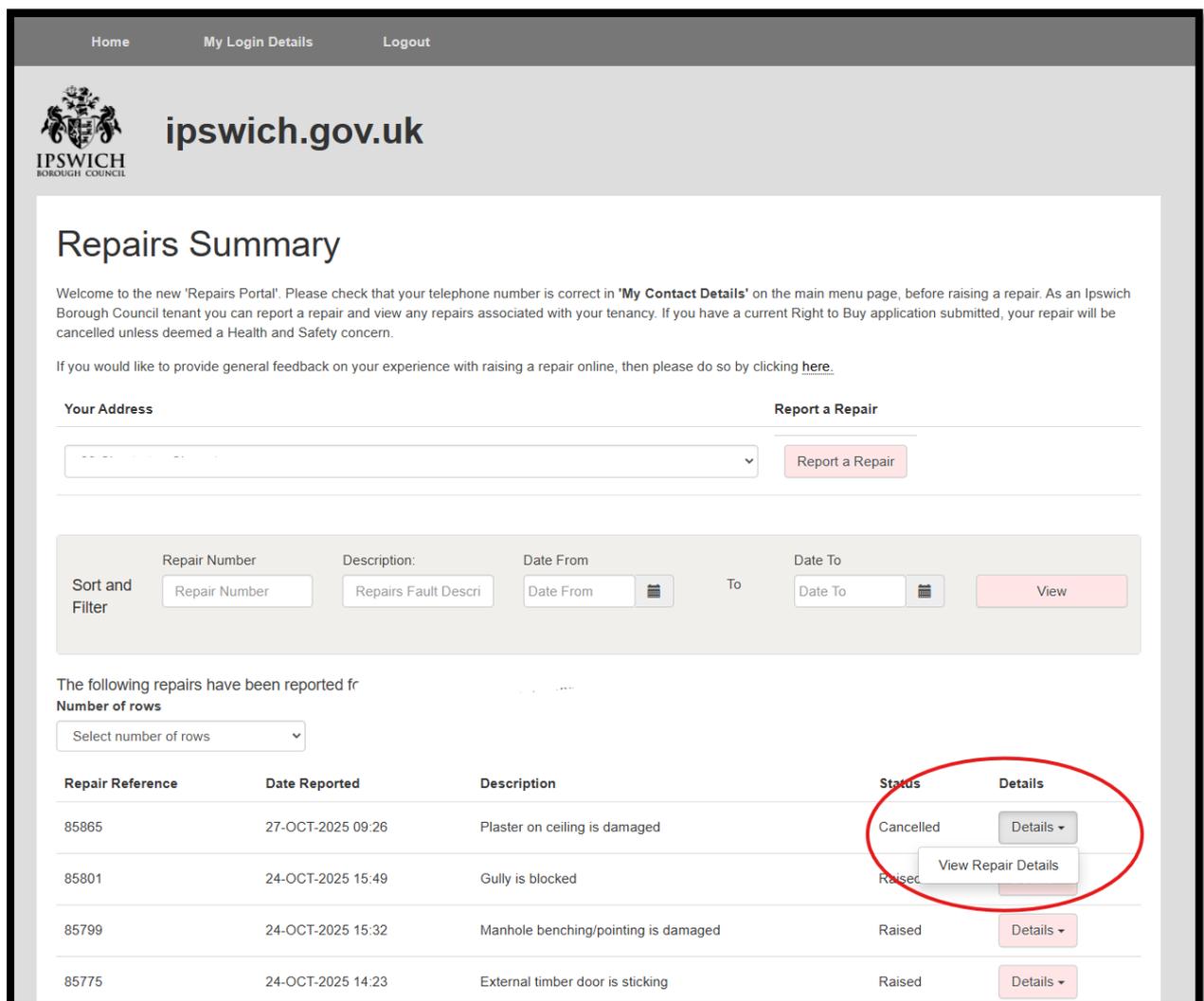
Select the My Repairs icon from the My Summary page.



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### Step 3

From the Repairs Summary page, scroll down to the list of reported repairs. Click on “Details” and “View Repair Details next to the repair you want to cancel. **Only** repairs you have booked online appear here.



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

The following repairs have been reported for

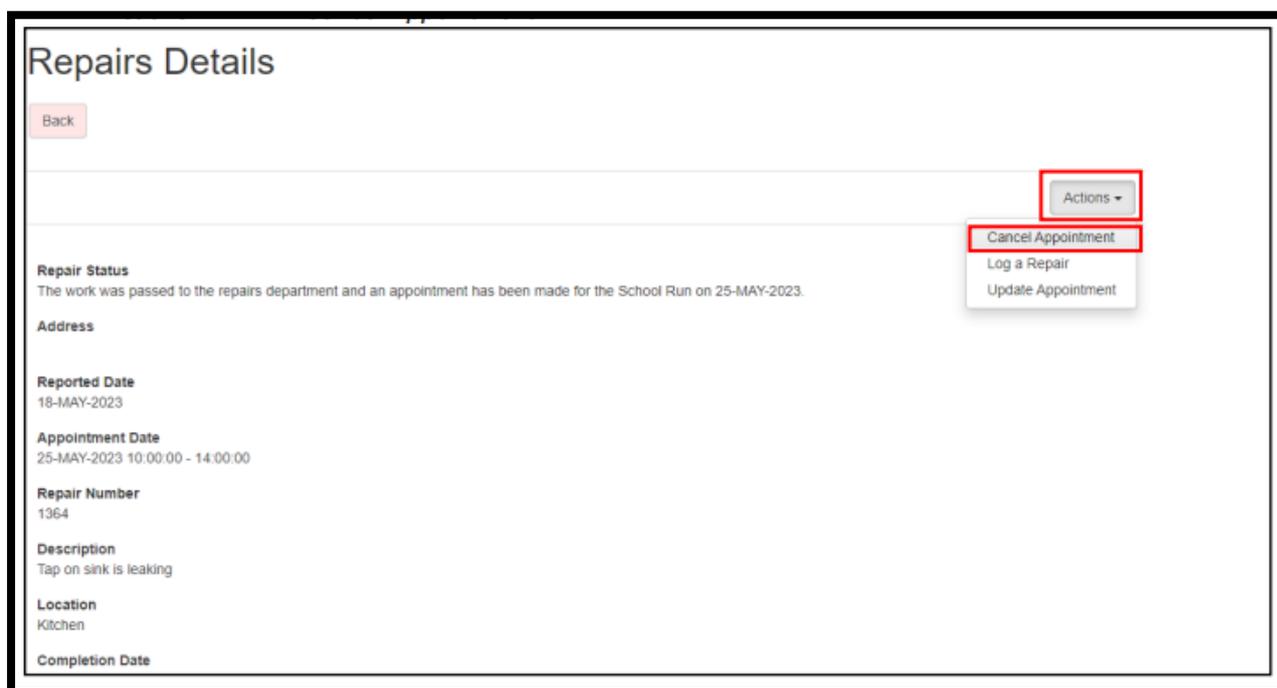
Number of rows:

| Repair Reference | Date Reported     | Description                          | Status    | Details             |
|------------------|-------------------|--------------------------------------|-----------|---------------------|
| 85865            | 27-OCT-2025 09:26 | Plaster on ceiling is damaged        | Cancelled | Details ▾           |
| 85801            | 24-OCT-2025 15:49 | Gully is blocked                     | Raised    | View Repair Details |
| 85799            | 24-OCT-2025 15:32 | Manhole benching/pointing is damaged | Raised    | Details ▾           |
| 85775            | 24-OCT-2025 14:23 | External timber door is sticking     | Raised    | Details ▾           |

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### Step 4

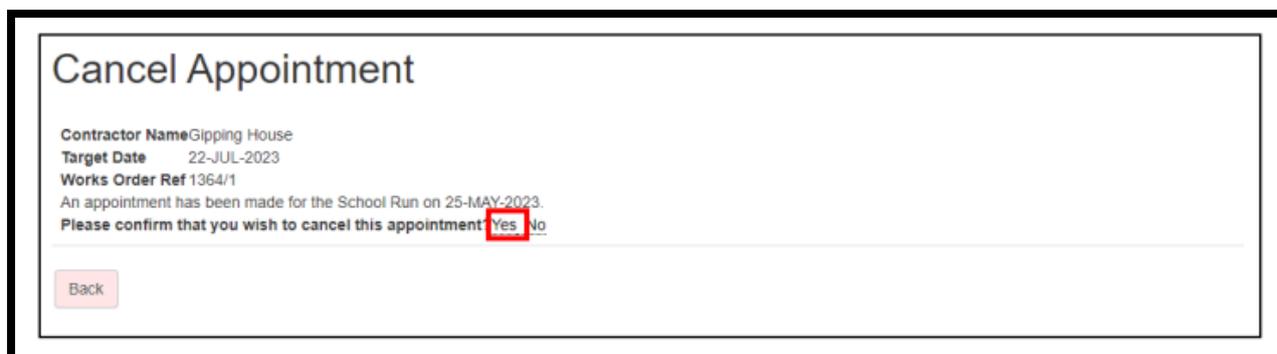
From the Repairs Details page, click on the “Actions” drop down button and select “Cancel Appointment”.



The screenshot shows the 'Repairs Details' page. On the right side, there is an 'Actions' dropdown menu with three options: 'Cancel Appointment', 'Log a Repair', and 'Update Appointment'. The 'Cancel Appointment' option is highlighted with a red box. The page content includes a 'Back' button, 'Repair Status' (The work was passed to the repairs department and an appointment has been made for the School Run on 25-MAY-2023.), 'Address', 'Reported Date' (18-MAY-2023), 'Appointment Date' (25-MAY-2023 10:00:00 - 14:00:00), 'Repair Number' (1364), 'Description' (Tap on sink is leaking), 'Location' (Kitchen), and 'Completion Date'.

### Step 5

The Cancel Appointment confirmation page will appear. Click on “yes” to confirm the cancellation or “no” to cancel and return to the previous screen.



The screenshot shows the 'Cancel Appointment' confirmation page. It includes the following information: 'Contractor Name' (Gipping House), 'Target Date' (22-JUL-2023), and 'Works Order Ref' (1364/1). Below this, it states 'An appointment has been made for the School Run on 25-MAY-2023.' and asks 'Please confirm that you wish to cancel this appointment: Yes No'. The 'Yes' option is highlighted with a red box. There is also a 'Back' button at the bottom left.

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### Step 6

You'll return to the Repairs Details page and will be notified at the bottom of the page that the appointment slot has been cancelled. The change may take a few minutes to display.

Use the back button to return to the Repairs Summary page. It will take a few minutes for the status of the repair to change to cancelled.