

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

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### How to reschedule 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 rescheduled or 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>

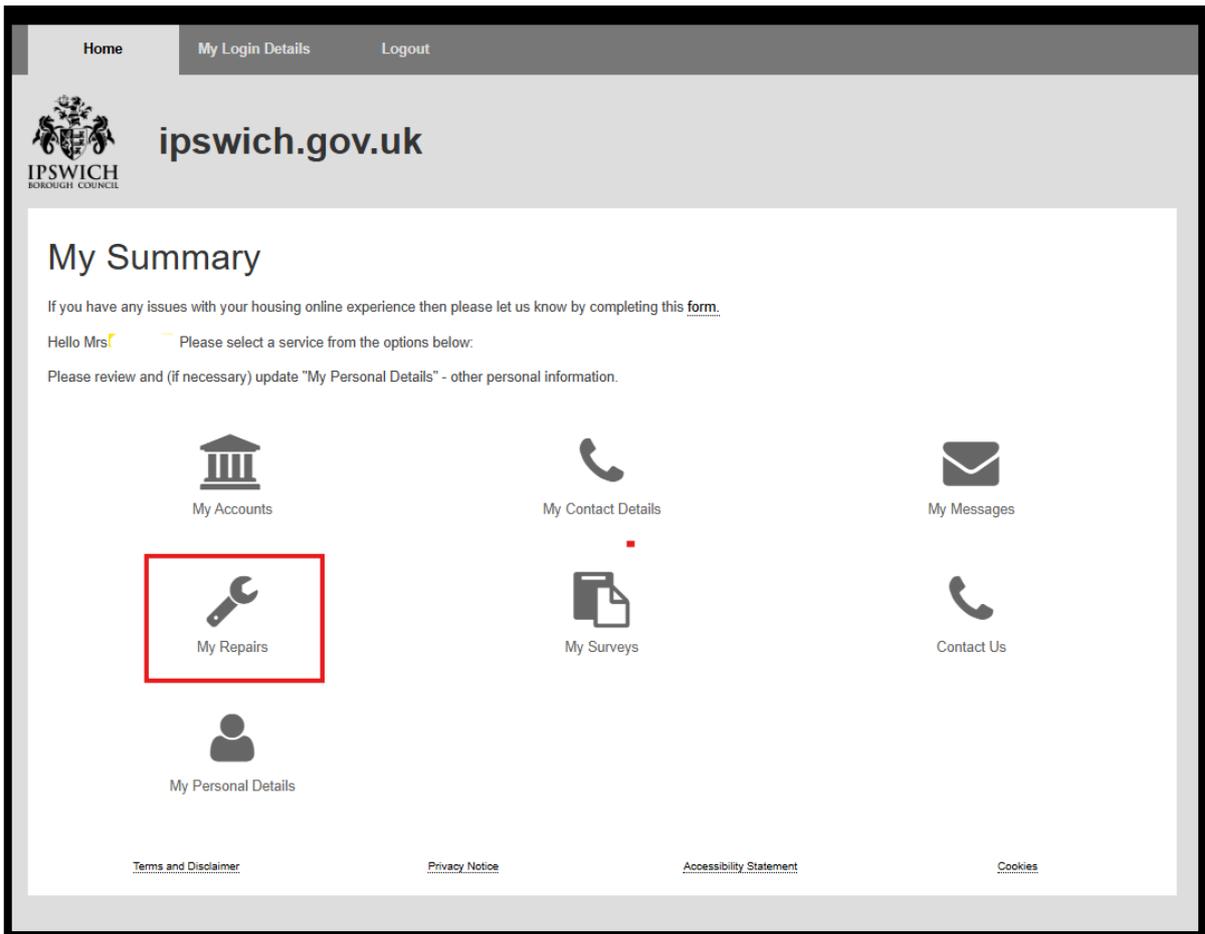


The screenshot shows the login page for Ipswich Housing Online. At the top left is the Ipswich Borough Council logo and the text 'IPSWICH BOROUGH COUNCIL'. To the right is the website address 'ipswich.gov.uk'. Below this is a welcome message: 'Welcome to Housing Online. Please log in below, or if this 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 login section is titled 'Login to your account' and contains a 'Username/Email Address' field with the placeholder 'Enter your email address here', a 'Forgot username?' link, a 'Password' field with the placeholder 'Enter your password' and a 'Show' button, and a 'Forgot password?' link. Below the login fields 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 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.

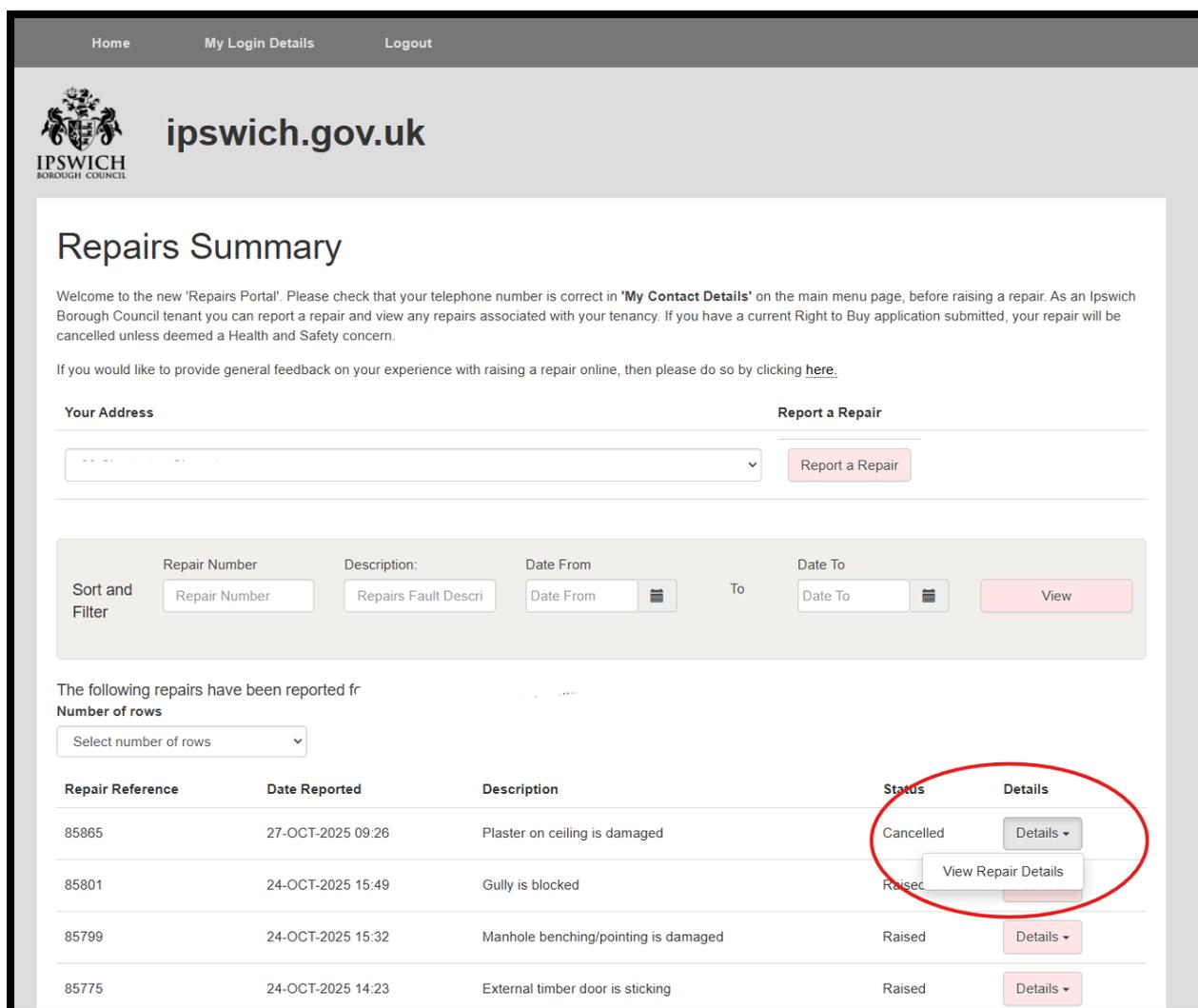


The screenshot shows the 'My Summary' page on the Ipswich.gov.uk website. At the top, there are navigation links for 'Home', 'My Login Details', and 'Logout'. The Ipswich Borough Council logo and 'ipswich.gov.uk' are displayed. Below the header, the page title is 'My Summary'. A message reads: 'If you have any issues with your housing online experience then please let us know by completing this [form](#).' Below this, it says 'Hello Mrs [redacted] Please select a service from the options below.' and 'Please review and (if necessary) update "My Personal Details" - other personal information.' The main content area features several service icons: 'My Accounts' (bank building), 'My Contact Details' (phone), 'My Messages' (envelope), 'My Repairs' (wrench, highlighted with a red box), 'My Surveys' (document), and 'Contact Us' (phone). At the bottom, there are links for 'Terms and Disclaimer', 'Privacy Notice', 'Accessibility Statement', and 'Cookies'.

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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 reschedule. **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: Repair Number | Description: Repairs Fault Descri | Date From: Date From | To: Date To | View

The following repairs have been reported for

Number of rows: Select number of rows

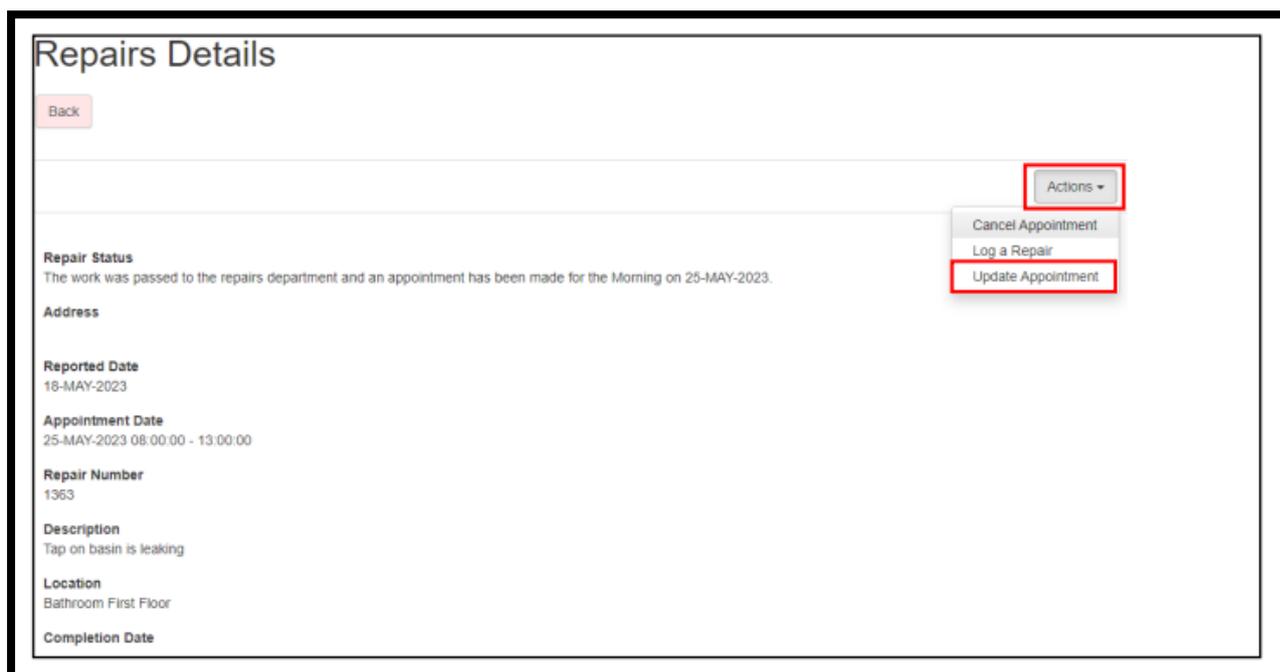
Repair Reference	Date Reported	Description	Status	Details
85865	27-OCT-2025 09:26	Plaster on ceiling is damaged	Cancelled	Details ▾ View Repair Details
85801	24-OCT-2025 15:49	Gully is blocked	Raised	Details ▾
85799	24-OCT-2025 15:32	Manhole benching/pointing is damaged	Raised	Details ▾
85775	24-OCT-2025 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 “Update Appointment”.



The screenshot shows the 'Repairs Details' page. At the top left is a 'Back' button. The main content area contains the following information:

- Repair Status:** The work was passed to the repairs department and an appointment has been made for the Morning on 25-MAY-2023.
- Address:**
- Reported Date:** 18-MAY-2023
- Appointment Date:** 25-MAY-2023 08:00:00 - 13:00:00
- Repair Number:** 1363
- Description:** Tap on basin is leaking
- Location:** Bathroom First Floor
- Completion Date:**

On the right side of the page, there is an 'Actions' dropdown menu. The menu is open, showing three options: 'Cancel Appointment', 'Log a Repair', and 'Update Appointment'. The 'Update Appointment' option is highlighted with a red box.

### Step 5

The Update Appointment confirmation page allows you to select a new appointment date and time from the available appointments.

Select a new appointment and click “Yes” to confirm or “No” to cancel.

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### Update Appointment

Repair Number  
1363

Address

Description  
Tap on basin is leaking

Appointment Slots

Contractor Name Gipping House  
Target Date 22-JUL-2023  
Works Order Ref 1363/1  
An appointment has been made for the All day on 05-JUN-2023.  
Please indicate when you require an appointment  
Only one appointment may be selected.

THURSDAY 25 MAY 2023

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

MONDAY 29 MAY 2023

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

TUESDAY 30 MAY 2023

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

WEDNESDAY 31 MAY 2023

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

MONDAY 05 JUNE 2023

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

TUESDAY 13 JUNE 2023

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

WEDNESDAY 14 JUNE 2023

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

THURSDAY 15 JUNE 2023

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

Please confirm that you wish to amend this appointment?  Yes  No

### 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 amended. The change may take a few minutes to display.