IPSWICH
BOROUGH COUNCIL

Housing Online– Booking repairs online frequently asked questions

Q1: How do I book a repair online?

A1: Register for a Housing Online account at housing.ipswich.gov.uk/

You'll need to register as an Ipswich Borough Council tenant, and you'll need your tenancy reference or payment reference (available on any letter sent from the Council's Housing Department) and your National Insurance number.

Q2: Can I book repairs in the evening?

A2: Yes, you can book repairs 24 hours a day 365 days per year except when the system is undergoing scheduled maintenance.

Q3: Can I still call the Customer Services Centre?

A3: Our team of Customer Services advisors are available on 01473 432000 Monday to Friday except bank holidays.

Monday 8:30am - 5pm

Tuesday 8:30am - 5pm

Wednesday 9:30am – 5pm

Thursday 8:30am – 5pm

Friday 08:30am - 5pm

Q4: Can I book an urgent repair online?

A4: If your request is urgent or there is a safety concern, please contact our Customer Services Centre on 01473 432000.

Q5: Can I book a repair online using my mobile phone?

A5: Yes, our website is accessible on all devices via an internet browser.

Q6: Can I book more than one repair?

A6: Yes, you can book as many repairs as required although each repair must be booked individually.

Q7: Can I cancel a repair online?

A7: Only repairs booked through Housing Online can be cancelled online. If the repair was booked through our Customer Services Centre, you will need to contact them on 01473 432000 to cancel the appointment.