How to cancel a repair appointment booked online

With Housing Online, you can book a repair any time, reschedule the booked appointment or cancel the appointment. 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.

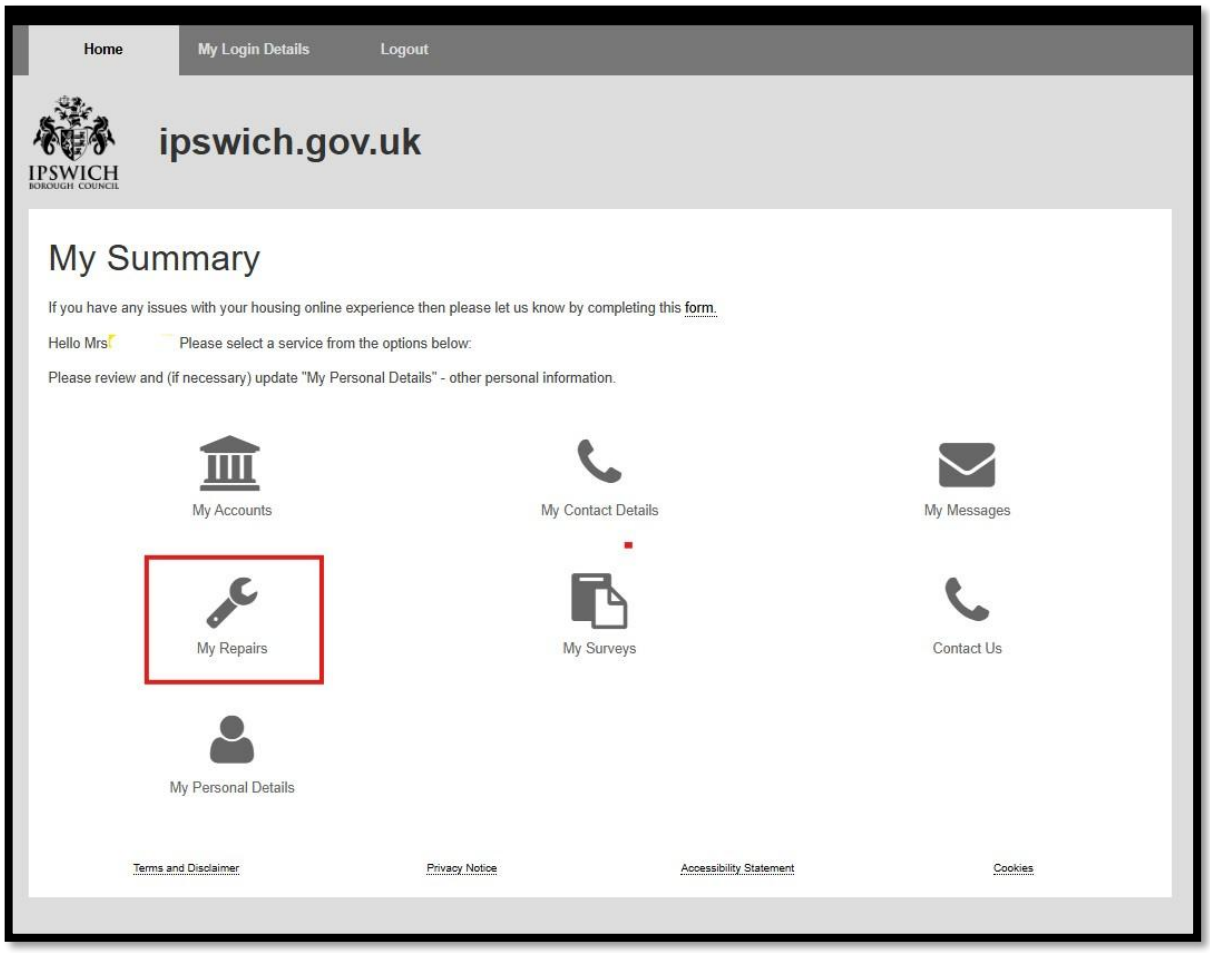
Step 1

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



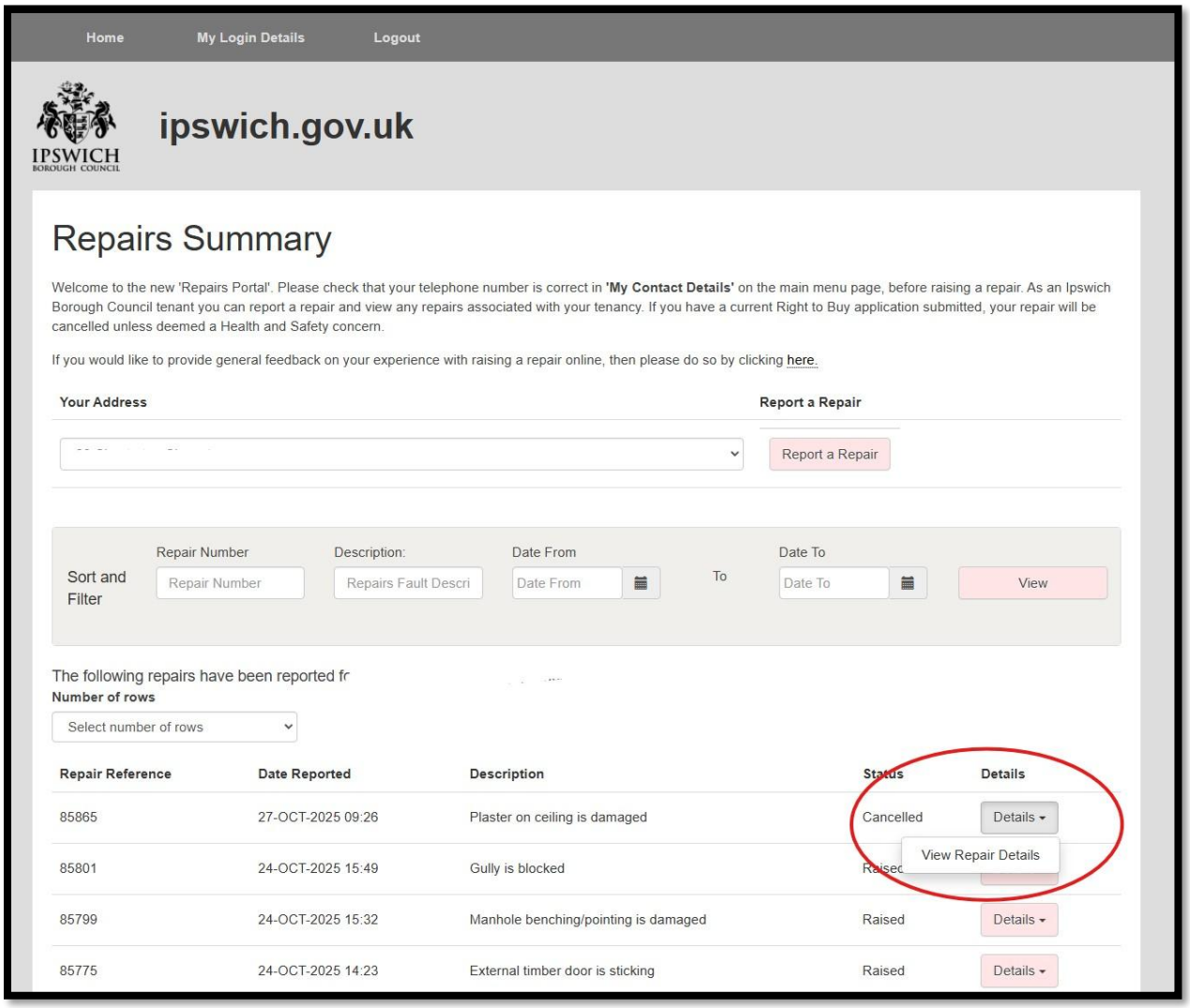
Step 2

Select the My Repairs icon from the My Summary page.



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.



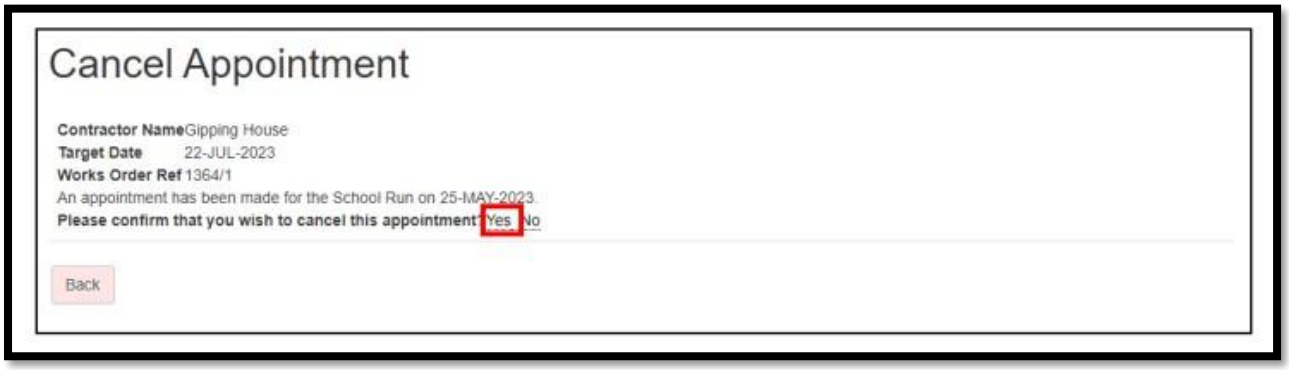
Step 4

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



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.



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.