

Online Repairs Portal

Frequently Asked Questions

Q1: How do I access the repairs portal; do I need an account?

A1: You access the portal through registering a My Ipswich account, once you have completed the registration and logged into your My Ipswich account you will be required to register a Housing Online account. When this is completed you can access the repairs portal. After initial registration of the two accounts you will only be required to log into the My Ipswich account to access the repairs portal.

Q2: Can I book repairs in the evening?

A2: Yes you are able to book repairs in the evening. You can book repairs 24 hours a day 365 days per year.

Q3: Can I still call the call centre?

A3: Yes you can still contact the call centre Monday to Friday between the hours of 08:30 and 17:00.

Q4: Do I book an emergency repair through the portal?

A4: No, emergency repairs are still to be called into the call centre, this is to ensure we understand the severity of the emergency through a discussion with our call centre staff.

Q5: Will this portal work on my mobile phone?

A5: Yes, the portal will work on all mobile devices, tablets, smart phones and laptops.

Q6: Can I book more than 1 repair?

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

Q7: Can I cancel a repair through the portal?

A7: Only repairs booked through the portal can be cancelled in the portal. If the repair was booked by the call centre the repair cannot not be cancelled within the portal. You are unable to cancel an appointment on the appointed day, you will need to contact the call centre to make this change.

Q8: Can I change the appointment date in the portal?

A8: Only repairs booked through the portal can be rescheduled in the portal. If the repair was booked by the call centre the repair cannot be rescheduled within the portal. You are unable to reschedule an appointment on the appointed day, you will need to contact the call centre to make this change.

Q9: Can I add comments to my repair?

A9: Yes, you have the option to add a comment in the free text box when booking the repair.

Q10: When I have booked a repair in the portal do I need to check with the call centre the repair is booked?

A10: No, once you have booked the repair and confirmed the date and time chosen is correct the repair is registered within our repair system. (The repair can be seen within the repair history)

Q11: Is there a help guide for booking repairs on the portal?

A11: Yes there are *How to Guides* located within the Ipswich Borough Council website these can be found at: www.ipswich.gov.uk/councilhousingrepairs

Q12: Can I see all the repairs I raise through the portal?

A12: Yes all repairs raised from June 1st are visible within the portal as part of the repair history on your repair summary page.

Q13: How long does it take to raise a repair in the portal?

A13: Once you have registered it takes on average 2 minutes to book a repair through the portal.