

How to Reschedule a Repair

Step 1

To reschedule a repair, login to My Ipswich > Housing > Housing Repairs for the Repair Summary page:

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.

Your Address Report a Repair

Report a Repair

Sort and Filter

Repair Number Date From To Date To View

The following repairs have been reported for:

Number of rows

Repair Reference	Date Reported	Description	Status	Details
1364	18-MAY-2023 14:37	Tap on sink is leaking	Raised	View Repair Details
1363	18-MAY-2023 14:26	Tap on basin is leaking	Raised	View Repair Details
1362	18-MAY-2023 14:25	Handrail is loose	Raised	View Repair Details

Step 2

Select the relevant View Repair Details, Actions and then Update Appointment:

Repairs Details

[Back](#)

[Actions](#)

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

[Cancel Appointment](#)
[Log a Repair](#)
[Update Appointment](#)

Step 3

The Update Appointment page allows you to select a new appointment time and date from other available appointments. To confirm amending the appointment select Yes at the bottom of the page.

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 4

The customer is returned to the Repair Details page, and at the bottom of the page they are notified that, The appointment slot has now been amended (although this change may take a few minutes to show).

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Repair Status
The work was passed to the repairs department and an appointment has been made for the All day on 05-JUN-2023.

Address

Reported Date
18-MAY-2023

Appointment Date
05-JUN-2023 08:00:00 - 16:30:00

Repair Number
1363

Description
Tap on basin is leaking

Location
Bathroom First Floor

Completion Date

The appointment slot starting All day on the 05-JUN-2023 has now been amended. This change may take a few minutes to be displayed.

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Please contact The Organisation if you wish to discuss a new appointment.

Step 5

Within a few minutes, the repair details are updated to show the new appointment date and time.

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Repair Status
The work was passed to the repairs department and an appointment has been made for the All day on 14-JUN-2023.

Address

Reported Date
18-MAY-2023

Appointment Date
14-JUN-2023 08:00:00 - 16:30:00

Repair Number
1363

Description
Tap on basin is leaking

Location
Bathroom First Floor

Completion Date