

Online Repairs Portal: How to Book a Repair

Step 1

Housing Repairs can now be booked online using My Ipswich at <https://my.ipswich.gov.uk> (page shown below). First, select the 'Housing Repairs' con (marked with a red box in the image below).

Welcome to **MY IPSWICH**

You can Report, Request, Apply or Make Payments online 24 hours a day without having to pick up the phone, write to us or even visit in person...you can access online services when and where you want!

Why **Sign Up** for an account?

- View a history of all your Requests
- Save time as your details will automatically be entered
- Receive news, updates and special offers
- Signing up only takes a few minutes!

Select the icon below that relates to your query or select the A-Z for a full list of online services available...don't forget to Login or Sign Up first!

 Housing Repairs	 Housing	 Council Tax	 Benefits
 Planning & Building Control	 Bins & Waste	 Parking	 Licensing
 Elections & Registration	 Make a Payment	 Report It	 Contact Us

Step 2

The below page will appear asking you to login to your Housing Online account (if you already have an account) or to create one if not.

 **ipswich.gov.uk**

Home Where's My Nearest A-Z

Housing Repairs

Please make sure you are logged into your My Ipswich account before following the instructions below:

[Click here to access](#) or create your **Housing Online account**.

The first time you use this link it will take you to a page where you can log into your Housing Online account, or create an account if you do not already have one.

Once you have completed your login, your accounts will be linked and you will be able to move between the My Ipswich pages and the Housing Online pages without the need to log in again.

After following the steps above, further visits to this page and use of the Housing Repairs link will take you directly into your Housing Online account

Step 3

To login successfully, you must have an account and enter the username and password (shown below)

Welcome to Housing Online. Please sign in below, or if this is your first time, follow the link to create an account

If you have any issues, please contact Tenancy.Services@ipswich.gov.uk



Login to your account

Username/Email Address

[Forgot username?](#)

Password

 Show

[Forgot password?](#)

[Log In](#)

[IBC Tenant - register for your account](#)

[Non IBC Tenant - register for an account](#)

Step 4

The customer is required to select the 'My Repairs' icon to access their personal Repairs Summary Page

My Summary

Hello

Please select a service from the options below:



My Accounts



My Contact Details



My Messages



My Repairs



My Surveys



Contact Us



My Personal Details

Step 5

The customer has reached their personal Repairs Summary Page. To report a repair the customer selects *Report a Repair* to the right of the 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
<input type="text" value="Repair Number"/>	<input type="text" value="Date From"/>		<input type="text" value="Date To"/>	

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 6

The customer will access the Welcome page and is required to select *Click here to report a repair*. Please Note: Emergency repairs must always be called through to the Customer Service Centre. Reporting a repair online is for non-urgent repairs only.

Report a Repair

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Welcome to Report a Repair

If you are a tenant you can report a repair to your home by using the online service.

If you believe that the repair may be classified as an emergency - for example, a burst water pipe causing a flood - please phone the following number:

24 hour Emergency Repairs - 📞 01473 432000

Important Message

We will check each repair reported to ascertain whether it is our or your (the tenant's) responsibility.

[Click Here To Report A Repair](#)

Step 7

The customer has now accessed the page to select the type of repair and needs to choose the appropriate category, e.g. if they require a repair to a kitchen unit please select *Kitchen Units*.

Report a Repair

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Text only version

Contents

Please select the appropriate section:

 Basins and sinks	 Baths and showers	 Communal	 Damp	 Doors	 Drainage and gullies	 Electrics
 Floors, walls and ceilings	 Garages and parking spaces	 Gutters and downpipes	 Heating and hot water	 Kitchen units	 Locks and fittings	 Meter cupboard doors
 Outside the property	 Roofing	 Stairs	 Toilets	 Water services	 Windows	

Step 8

The customer now selects the appropriate repair, e.g. *wall unit door is broken* by selecting the repair.

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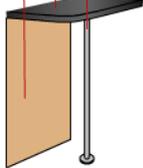
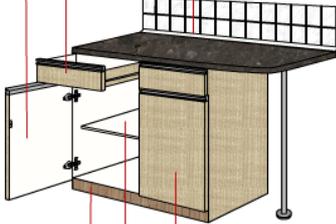
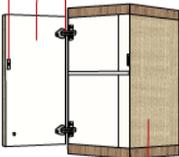
Type word(s) to search for job

Contents > Kitchen units

Please select the label that best describes the fault or damage:

Related Items:
Extractor fans and smoke detectors | Sockets, switches and power | Tiling | Water services

<input checked="" type="checkbox"/> Wall unit door is broken <input type="checkbox"/> Catch is broken <input type="checkbox"/> Shelf in wall unit is broken <input type="checkbox"/> Hinge is broken	<input type="checkbox"/> Drawer needs repair <input type="checkbox"/> Drawer runners are broken <input type="checkbox"/> Drawer front needs repair <input type="checkbox"/> Base unit door is broken <input type="checkbox"/> Water is seeping between worktop and wall <input type="checkbox"/> Wall tiles are loose	<input type="checkbox"/> Worktop is loose or is damaged <input type="checkbox"/> Worktop trim is damaged <input type="checkbox"/> Worktop leg is broken <input type="checkbox"/> End panel is broken
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<input type="checkbox"/> Unit is loose <input type="checkbox"/> Cupboard door will not open or close properly	<input type="checkbox"/> Boxing around pipework is damaged <input type="checkbox"/> Valve taps to washing machine are faulty	<input type="checkbox"/> Plinth around bottom of unit is broken <input type="checkbox"/> Shelf in base unit is broken <input type="checkbox"/> Base unit is damaged
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Step 9

The customer will be asked if this has been installed by Ipswich Borough Council, if it has they should proceed by selecting Yes, if it has not been installed by Ipswich Borough Council they select No (and are advised the repair is their responsibility).

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Type word(s) to search for job 

Contents > Kitchen units > Job Ordering 

Wall unit door is broken

Has this been installed by Ipswich Borough Council?

Yes No

Step 10

The Customer is asked **Was the damage caused by a member of the household or visitor?** If caused by accidental or deliberate damage or, carrying out DIY repairs (by yourself, friend, relative or, visitor), the repair **may** be rechargeable. If the customer wants to proceed they select the proceed button.

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Type word(s) to search for job 

Contents > Kitchen units > Job Ordering 

Wall unit door is broken

Was the damage caused by a member of the household or visitor?
If caused by accidental or deliberate damage or, carrying out DIY repairs (by yourself, friend, relative or, visitor), the repair may be rechargeable.

Proceed Return to Contents

Step 11

The customer is now at the job ordering page and will be required to select from a drop down list how many of the item require repairing. Select the location and add any further comments.

The customer now orders the repair by selecting the order button.

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Type word(s) to search for job

Contents > Kitchen units > Job Ordering [Back](#)

Wall unit door is broken

Here is the repairs description. Once you are happy that you have provided the relevant information, additional or useful information in the comments box please Order your repair:

Job Details

Tenant advice	Please describe the fault.
Job description	Wall unit door is broken
Quantity	<input type="text" value="1"/>
Unit of measure	Number
Location	<input type="text" value="Kitchen"/>
Comments	<input type="text" value="The door has completely come off the unit"/> 172 characters remaining
	<input type="button" value="Order"/>

Step 12

Once ordered the repair request is processed. The customer will see the processing screen for up to 45 seconds depending on the speed of their network connection.

Report a Repair

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Your request is being processed.

This page will refresh automatically once processing is complete.

Please wait. This may take up to 45 seconds.



Step 13

The customer will now see the appointment page to choose a single appointment slot from available appointment list. Please select an appointment and click the *book appointment* button at the bottom of the page.

Report a Repair

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Successful

Works order 892/1 successfully created. Please make a note of this reference and quote it in any future correspondence.

Appointment Information

Please indicate when you require an appointment. Only one appointment may be selected.

Wednesday, April 26, 2023

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

Thursday, April 27, 2023

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

Friday, April 28, 2023

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

Monday, May 01, 2023

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

Tuesday, May 02, 2023

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

Wednesday, May 03, 2023

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

Thursday, May 04, 2023

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

Friday, May 05, 2023

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

[Book Appointment](#)

Step 14

The customer will be requested to confirm the appointment date and time is correct, if it is select OK, if not they select cancel and this will redirect to the appointment page to select a different appointment.

Report a Repair

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Successful

Works order 892/1 successfully created. Please make a

An embedded page at ifindertest.ipswich.gov.uk says

You have selected an appointment on Tuesday, May 02, 2023 from 12:00 to 16:30.

Do you want to book this appointment slot?

Appointment Information

Please indicate when you require an appointment. Only one appointment may be selected.

Wednesday, April 26, 2023

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

Thursday, April 27, 2023

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

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Monday, May 01, 2023

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Tuesday, May 02, 2023

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

Wednesday, May 03, 2023

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

Thursday, May 04, 2023

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

Friday, May 05, 2023

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

Step 15

The repair request has been completed, this has now been passed to Ipswich Borough Council, if the customer requires another repair they can select *report another repair* button and refer back to **Step 1**.

Report a Repair

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Finished

You have successfully booked an appointment.

Please make a note of this reference 892/1 and quote it in any future correspondence.

An appointment has been made between 12:00 and 16:30 on 02-MAY-2023