

How to Cancel a Repair

Step 1

To cancel a repair, login to My Ipswich > Housing > Housing Repairs and select *View Repair Details*:

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 View

Repair Number Date From To Date To

The following repairs have been reported for:

Number of rows

Repair Reference	Date Reported	Description	Status	Details
1383	19-MAY-2023 10:15	Tap on sink is leaking	Raised	View Repair 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

Step 2

Select *Actions* and then *Cancel Appointment*:

Repairs Details

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[Actions](#)

Repair Status
The work was passed to the repairs department and an appointment has been made for the School Run on 25-MAY-2023.

Address

Reported Date
18-MAY-2023

Appointment Date
25-MAY-2023 10:00:00 - 14:00:00

Repair Number
1364

Description
Tap on sink is leaking

Location
Kitchen

Completion Date

- Cancel Appointment
- Log a Repair
- Update Appointment

Step 3

The Cancel Appointment page will appear, to confirm this decision select **Yes**

Cancel Appointment

Contractor Name Gipping House
Target Date 22-JUL-2023
Works Order Ref 1364/1
An appointment has been made for the School Run on 25-MAY-2023.
Please confirm that you wish to cancel this appointment: Yes No

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Step 4

You'll be returned to the Repair Details page, and at the bottom of the page are notified that, the appointment slot has been cancelled (this change may take a few minutes to display).

Repairs Details

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[Actions ▾](#)

Repair Status
The work was passed to the repairs department and an appointment has been made for the School Run on 25-MAY-2023.

Address
|

Reported Date
18-MAY-2023

Appointment Date
25-MAY-2023 10:00:00 - 14:00:00

Repair Number
1364

Description
Tap on sink is leaking

Location
Kitchen

Completion Date

The appointment slot starting School Run on the 25-MAY-2023 has now been cancelled.
This change may take a few minutes to be displayed.

[Back to repairs summary](#)

Step 5

Within a few minutes the repair details are updated to show the cancellation, and that this repair is no longer required.

Repairs Details

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Actions ▾

Repair Status
The work was passed to the repairs department and an appointment was made but the appointment has been cancelled

Address

Reported Date
18-MAY-2023

Appointment Date
25-MAY-2023 10:00:00 - 14:00:00

Repair Number
1364

Description
Tap on sink is leaking

Location
Kitchen

Completion Date