

## Report a repair

Visit [www.hull.gov.uk/repairs](http://www.hull.gov.uk/repairs)

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### Emergency repairs

Emergency repairs can only be reported by calling 300 300. You will be asked some additional questions to confirm that the repair is an emergency and whether it is safe for us to attend. To carry out emergency repairs our contractors will observe safe working practices whilst in your home.

### Reporting online

If you are a council tenant or you rent a council garage, you can register to use My Housing Online to -

- > request non-urgent repairs and book an appointment
- > look up your repairs history

Use the button below to access repairs.

[Access repairs](#)

## Log on to My Housing Online

You must be registered with My Housing Online before you can report a repair, to register you will need your rent account number, and then go to 'create an account'

### Login to your account

Email Address

[Forgot username?](#)

Password

Show

[Forgot password?](#)

[LOGIN](#)

[← EXISTING TENANTS OR APPLICANTS - CREATE AN ACCOUNT](#)

[← VIEW CURRENT AVAILABLE PROPERTIES](#)

## 1. Home Screen

The screenshot shows the top navigation bar with the Hull City Council logo and 'Hull Housing Online' text. A 'PAY YOUR RENT' button is in the top right. Below the navigation bar are links for 'Home', 'My Housing Accounts', 'Login Details', and 'Log Out'. The main content area is titled 'My Summary' and includes a greeting: 'Hello Mr Bond of 5 Viceroy Close, Hull, HU2 0AN'. There are four interactive cards: 'MY HOUSING ACCOUNTS' (with a building icon), 'MY CONTACT DETAILS' (with a phone icon), 'MY REPAIRS' (with a wrench icon), and 'HOMESEARCH' (with a house icon).

## 1. Select My Repairs

This screenshot shows the 'My Summary' section with the 'MY REPAIRS' card highlighted in a light grey color. A tooltip above the card reads 'Log and manage your requested repairs'. A large grey arrow points to the right towards the 'MY REPAIRS' card. Below the main summary cards is a 'HOMESEARCH' card.

## 2. Select **Request a repair for this address**

The screenshot shows the 'Repairs Summary' form. It has a title 'Repairs Summary' and a section for 'Repair Address' containing a dropdown menu with '5 Viceroy Close, Hull, HU2 0AN' and a red button labeled 'REQUEST A REPAIR FOR THIS ADDRESS'. A large grey arrow points to the right towards this button. Below this is a 'Sort and Filter' section with a 'Repair Number' input field, 'Date From' and 'Date To' date pickers, and a red 'VIEW' button.

3. Select [Click here to report a repair](#)

**Hull**  
City Council **Housing Online** PAY YOUR RENT

Home | My Housing Accounts | Login Details | Log Out

## Report a Repair

**Welcome to Hull City Council Report a Repair**

If you are a tenant or leaseholder you should 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, uncontrolled water leak please do not report this online - telephone Hull City Council on (01482) 300300.

You may need to wait and listen to the instructions to report your emergency repair if it is out of hours.

Calls may be recorded and monitored for training and service standard purposes.

[Click here to report a repair](#)

4. Select the box that represents your repair

## Report a Repair

Contents Back

Please select the appropriate section:

Baths and showers	Communal	Doors	Drainage	Electrics	Floors, walls and ceilings	Garages
Gas leaks/smell or fumes/No gas	Gutters	Heating and hot water	Kitchen units	Outside of the property	Roofs	Sinks and basins
Stairs	Toilets	Water services	Windows and glazing			

## 5. Select the required repair

The screenshot shows a form for selecting repairs. It features three columns of checkboxes, each associated with an illustration of a sink or tap. The first column shows two types of taps: a lever tap and a cross-head tap. The second column shows a pedestal sink. The third column shows a vanity unit with a sink. A note at the bottom indicates that certain repairs are the tenant's responsibility.

- Lever taps are broken
- Cross head tap is broken
- Tap is dripping or trickling
- Tap is full bore
- Plug and chain is broken or missing\*
- Basin is loose
- Basin is cracked
- Knocking sound from pipes when taps are used
- Sealant is damaged
- Sink top is loose
- Sink top is broken
- Waste is blocked
- Waste is leaking
- Waste pipe is missing or broken
- Pipework is leaking

\*Tenant's responsibility

## 6. Confirm your repair has not been reported in the last 6 months

The screenshot shows a confirmation screen titled 'Report a Repair'. It includes a breadcrumb trail: 'Contents > Sinks and basins > Job ordering'. The selected repair is 'Lever taps are broken'. The question is 'Have you reported the same repair in the last 6 months?'. There are two buttons: 'Yes' and 'No'. A large grey arrow points to the right, indicating the next step.

## 6. Select **Order** and then **ok** to confirm repair.

The screenshot shows the 'Report a Repair' screen with job details. It includes a breadcrumb trail: 'Contents > Sinks and basins > Job ordering'. The selected repair is 'Lever taps are broken'. Below the breadcrumb, it says 'Here is the repair description. Once you are happy that you have provided the relevant information, please press the Order button:'. The job details are as follows:

Job details	
Tenant advice	Please select the most relevant location from the list below.
Description	Lever taps are broken
Quantity	1
Location	Bathroom

At the bottom, there is a blue 'Order' button and a large grey arrow pointing to the right.

## 7. The "Report a repair screen" automatically opens to allow an appointment to be booked.

# Report a Repair

## Successful

Works order 6352476/1 successfully created.

### Appointment Information

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

Monday, December 14, 2020

8. Book an appointment by selecting your preferred date and time from the slots offered and then select the 'Book Appointment' button

Wednesday, December 30, 2020

08:00 to 11:59

**12:00 to 18:00**

Thursday, December 31, 2020

08:00 to 11:59

12:00 to 18:00

Friday, January 01, 2021

08:00 to 11:59

12:00 to 18:00

Monday, January 04, 2021

08:00 to 11:59

12:00 to 18:00

Tuesday, January 05, 2021

08:00 to 11:59

12:00 to 18:00

[Book Appointment](#)

[← Back to repairs summary](#)

9. Details of the repair will be shown on screen as well as the option to report another repair.

**Hull City Council Housing Online**

Home | My Housing Accounts | Login Details | Log Out

## Report a Repair

**Finished**

You have successfully booked an appointment.

Please make a note of this reference 6352476/1 and quote it in any future correspondence.

An appointment has been made between 12:00 and 18:00 on 30-DEC-2020

[Report another Repair](#)

If you return to the 'my repairs' screen the repair will be listed.

The following repairs have been reported for: 5 Viceroy Close, Hull, HU2 0AN

Number of rows

Select number of rows

Description	When Reported	Reference	Actions
Lever taps are broken	09-DEC-2020 10:25	6352476	<a href="#">ACTIONS</a>
Skirting board is loose or broken	02-DEC-2020 10:43	6352441	<a href="#">ACTIONS</a>
Plaster on a large area of ceiling needs repairing (more than one square metre)	01-DEC-2020 16:27	6352436	<a href="#">ACTIONS</a>
Kitchen base unit is faulty or shelf/back panel is damaged	01-DEC-2020 11:09	6352435	<a href="#">ACTIONS</a>

When you select '[Actions](#)' and then 'view repair' details of the repair will be shown with the appointment.

**Description**  
Lever taps are broken

**When Reported**  
09-DEC-2020

**Work Order Status**  
Issued

**Location**  
Bathroom

**Reference**  
6352476

**Action Taken**  
The work was passed to the contractor and an appointment has been made for 30-DEC-2020 between 12:00 and 18:00.

**Contractor Name**  
KWL - DTD 2020/21

**Target Date**  
10-DEC-2020