



Raising a repair job: step-by-step guide

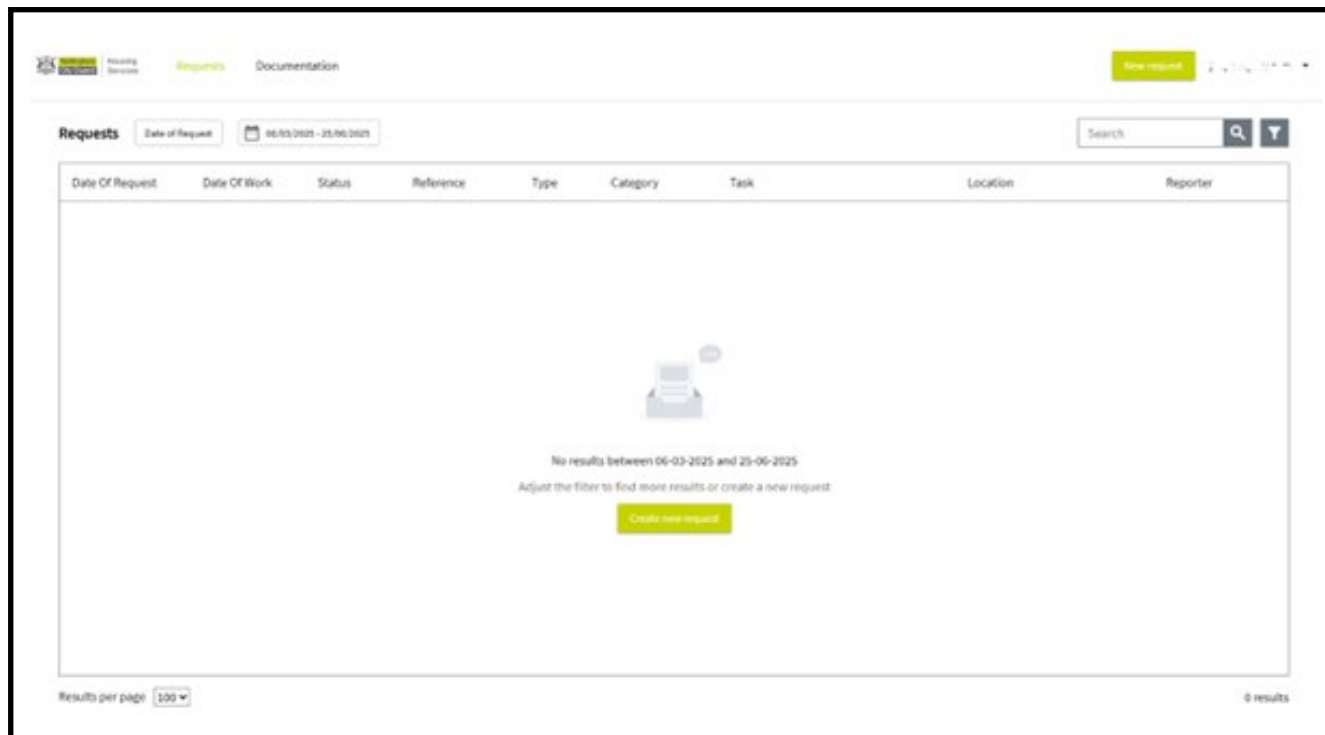


Nottingham
City Council

Housing
Services

Our Tenant Portal is an interactive webpage where you can easily report repairs and book your own appointments, track your repairs in real time and see when someone is coming, and see the repair history for your home.

This short guide explains how to use the portal to raise a job.



Open the Tenant Portal and create a new request.

1

2

3

4

5

LocationIssueContactAttachmentsSummary

New Request

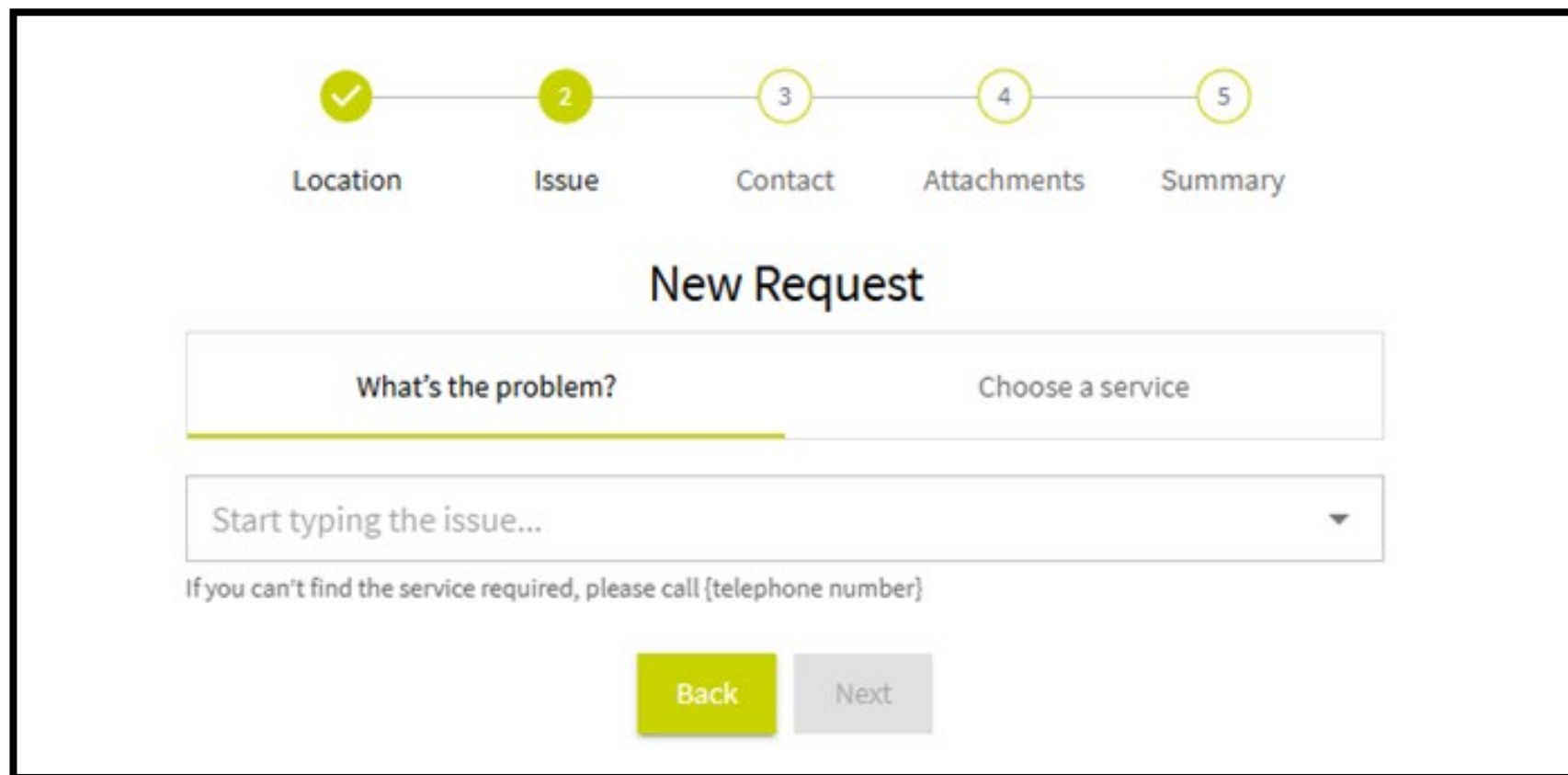
Example Name

27 VILLAGE ROAD, CLIFTON, NOTTINGHAM, NG11 8NE

Next

✓

You will be asked to confirm your address.



Location Issue Contact Attachments Summary

New Request

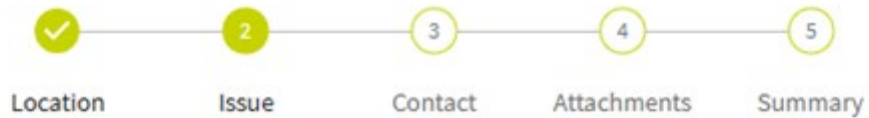
What's the problem? Choose a service

Start typing the issue...

If you can't find the service required, please call {telephone number}

Back Next

Start typing the issue you want to report, this will bring up a variety of issues to choose from.



New Request

What's the problem?

Choose a service

leak

Whole Property > District Heating - Radiators not working

Outside Property > Leaking overflow pipe

Bathroom > Leaking waste pipe (bath/shower)

Bathroom > Leaking waste pipe (sink/basin)

Kitchen > Loose / Damaged or broken kitchen unit

Whole Property > Loose, cracked or damaged plaster

Outside Property > Outdoor Tap - Leaking

Whole Property > Shower Mixer Taps / Mixer Taps - Loose / Leaking / Can't turn off

Bathroom > Soil stack is leaking / blocked

Whole Property > Stop tap stuck or leaking

Select the relevant issue.

The form is titled "New Request" and features a progress bar at the top with five steps: Location (checked), Issue (active), Contact, Attachments, and Summary. Below the progress bar, there are two input fields: "What's the problem?" and "Choose a service". The "What's the problem?" field contains the text "Bathroom > Leaking waste pipe (sink/basin)". Below these fields, there is a note: "If you can't find the service required, please call {telephone number}". At the bottom of the form, there are two buttons: "Back" and "Next".

Location Issue Contact Attachments Summary

New Request

What's the problem? Choose a service

Bathroom > Leaking waste pipe (sink/basin)

If you can't find the service required, please call {telephone number}

Back Next

Click 'Next'



New Request

Who is the site contact for this work?

Name *

Example Name

Phone *

0115 915 6427

Email *

example.name@email.co.uk

30/100

Please provide a detailed description of the issue/service that you require *



Leak coming through ceiling

27/20000

*Required information

Back

Next

Confirm your the name and details, and then click 'Next'.

✓

✓

✓

4

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LocationIssueContactAttachmentsSummary

New Request

You can include up to 8 images or documents (supported types are JPG, GIF, TXT, CSV, PDF, & Microsoft Word/Excel/Powerpoint). Maximum file size is 4 MB and we will try to compress your images to make sure they are within this limit.



Back

Next

If you wish, you can add attachments to give us more information, for example photographs of the issue.

✓

✓

✓

4

5

LocationIssueContactAttachmentsSummary

New Request

You can include up to 8 images or documents (supported types are JPG, GIF, TXT, CSV, PDF, & Microsoft Word/Excel/Powerpoint). Maximum file size is 4 MB and we will try to compress your images to make sure they are within this limit.



Pavilion Leak 2.jpg



Pavilion Leak 1.jpg



Back

Next

When you've added all your attachments, click 'Next'.

Location Issue Contact Attachments Summary

New Request

ISSUE

CATEGORY
Bathroom

TASK
Leaking waste pipe (sink/basin)

CONTACT

CONTACT NAME
Example Name

CONTACT NUMBER
0115 915 6427

CONTACT EMAIL
example.name@email.co.uk

SITE INFO

PLEASE PROVIDE A DETAILED DESCRIPTION OF THE ISSUE/SERVICE THAT YOU REQUIRE
Leak coming through ceiling

ATTACHMENTS

Pavilion Leak2.jpg

Pavilion Leak 1.jpg

REPORTED BY
Example Name

LOCATION
Example Name
27 VILLAGE ROAD,
CLIFTON,
NOTTINGHAM,
NG11 8NE

☐ I can confirm that I have selected the correct service

Back Create request



☒ I can confirm that I have selected the correct service

Back Create request

Check everything is correct and tick the box to confirm. Then, click 'Create request'.

Choose your preferred appointment...

This Week 2 - 8 Jun	Next Week 9 - 15 Jun	► More Dates
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Select an appointment

Monday 2nd

ALL DAY N/A	MORNING N/A	SCHOOL RUN N/A
AFTERNOON N/A		

Tuesday 3rd

ALL DAY N/A	MORNING N/A	SCHOOL RUN N/A
AFTERNOON N/A		

Wednesday 4th

ALL DAY N/A	MORNING N/A	SCHOOL RUN N/A
AFTERNOON N/A		

Thursday 5th

ALL DAY N/A	MORNING N/A	SCHOOL RUN N/A
AFTERNOON N/A		

Friday 6th

ALL DAY N/A	MORNING N/A	SCHOOL RUN N/A
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This Week 2 - 8 Jun	Next Week 9 - 15 Jun	► More Dates
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Select an appointment

Monday 9th

ALL DAY 08:00 - 16:59	MORNING 08:00 - 11:59	SCHOOL RUN 09:30 - 14:29
AFTERNOON 12:00 - 16:59		

Then click 'Request Appointment'.

Request Appointment

You will get confirmation of the appointment.

Requests ▶ F34

DESCRIPTION

QUOTES

ISSUE

CATEGORY

Bathroom

TASK

Leaking waste pipe (sink/basin)

CONTACT

CONTACT NAME

Example Name

CONTACT NUMBER

0115 915 6427

CONTACT EMAIL

example.name@email.co.uk

Site Info

PLEASE PROVIDE A DETAILED DESCRIPTION OF THE ISSUE/SERVICE THAT YOU REQUIRE

Leak coming through ceiling

Updates

New

REQUEST DATE

02/06/2025, 17:03

LOCATION

Example Name

27 VILLAGE ROAD,

CLIFTON,

NOTTINGHAM,

NG11 8NE

REPORTED BY

Example Name

RELATED DOCUMENTATION

N/A

You will then be able to see the jobs, under requests.

Requests | Date of Request | 16/02/2025 - 26/04/2025 | Search | T

Date Of Request	Date Of Work	Status	Reference	Type	Category	Task	Location	Reporter
02-06-2025	TBC	New	F34	Reactive	Bathroom	Leaking waste pipe (sink/basin)	Example Name	Example Name
02-06-2025	TBC	New	F29	Reactive	Bathroom	Leaking waste pipe (sink/basin)	Example Name	Example Name

Results per page: 100 | 2 results

Please don't worry if you're still unsure what to do, we're happy to help. Just get in touch on **0115 915 2222, Monday to Friday, 8.30am to 5pm or by email at [**TenantPortalIssues@nottinghamcity.gov.uk**](mailto:TenantPortalIssues@nottinghamcity.gov.uk).**

[**www.ncchousing.org.uk**](http://www.ncchousing.org.uk)

Nottingham City Council Housing Services
Loxley House, Station Street,
Nottingham NG2 3NG

February 2026



**Nottingham
City Council**

**Housing
Services**