



# Raising a repair job: step-by-step guide

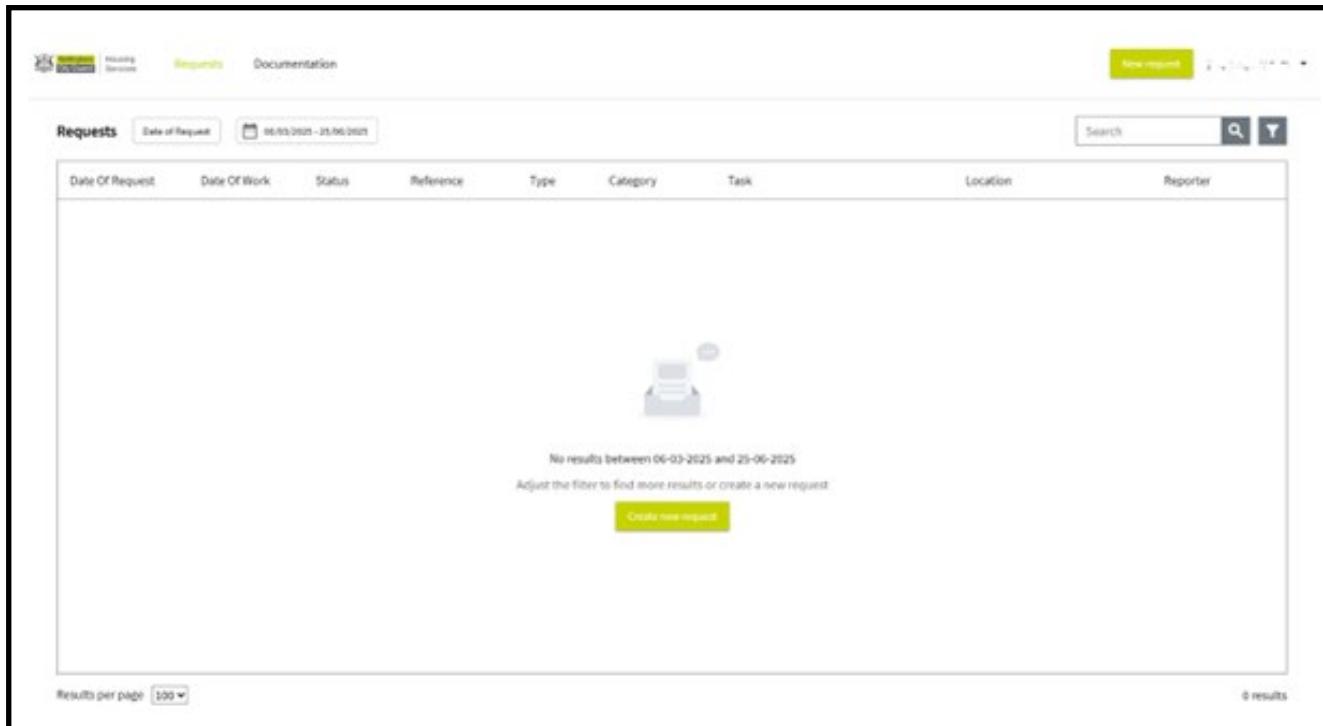


Nottingham  
City Council

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

Location

Issue

Contact

Attachments

Summary

## New Request

Address

**Example Name**



27 VILLAGE ROAD, CLIFTON, NOTTINGHAM, NG11 8NE

Next

**You will be asked to confirm your address.**

Location 2 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.**

1 2 3 4 5

Location Issue Contact Attachments Summary

## 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.

1 2 3 4 5

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'.**

Location      Issue      Contact      **4**      **5**

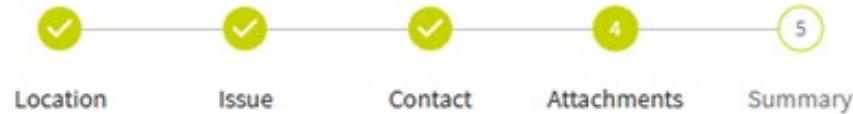
## New Request

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.**



## 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

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

Location Issue Contact Attachments Summary

**New Request**

<b>ISSUE</b>	<b>CONTACT</b>	<b>REPORTED BY</b>
CATEGORY Bathroom	CONTACT NAME Example Name	Example Name
TASK Leaking waste pipe (sink/basin)	CONTACT NUMBER 0115 915 6427	LOCATION Example Name 27 VILLAGE ROAD, CLIFTON, NOTTINGHAM, NG11 8NE
CONTACT EMAIL example.name@email.co.uk		
<b>SITE INFO</b>		
PLEASE PROVIDE A DETAILED DESCRIPTION OF THE ISSUE/SERVICE THAT YOU REQUIRE Leak coming through ceiling		
<b>ATTACHMENTS</b>		
 Pavilion Leak 2.jpg  Pavilion Leak 1.jpg		

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	Next Week	More Dates
2 - 8 Jun	9 - 15 Jun	
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

This Week	Next Week	More Dates
2 - 8 Jun	9 - 15 Jun	
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		

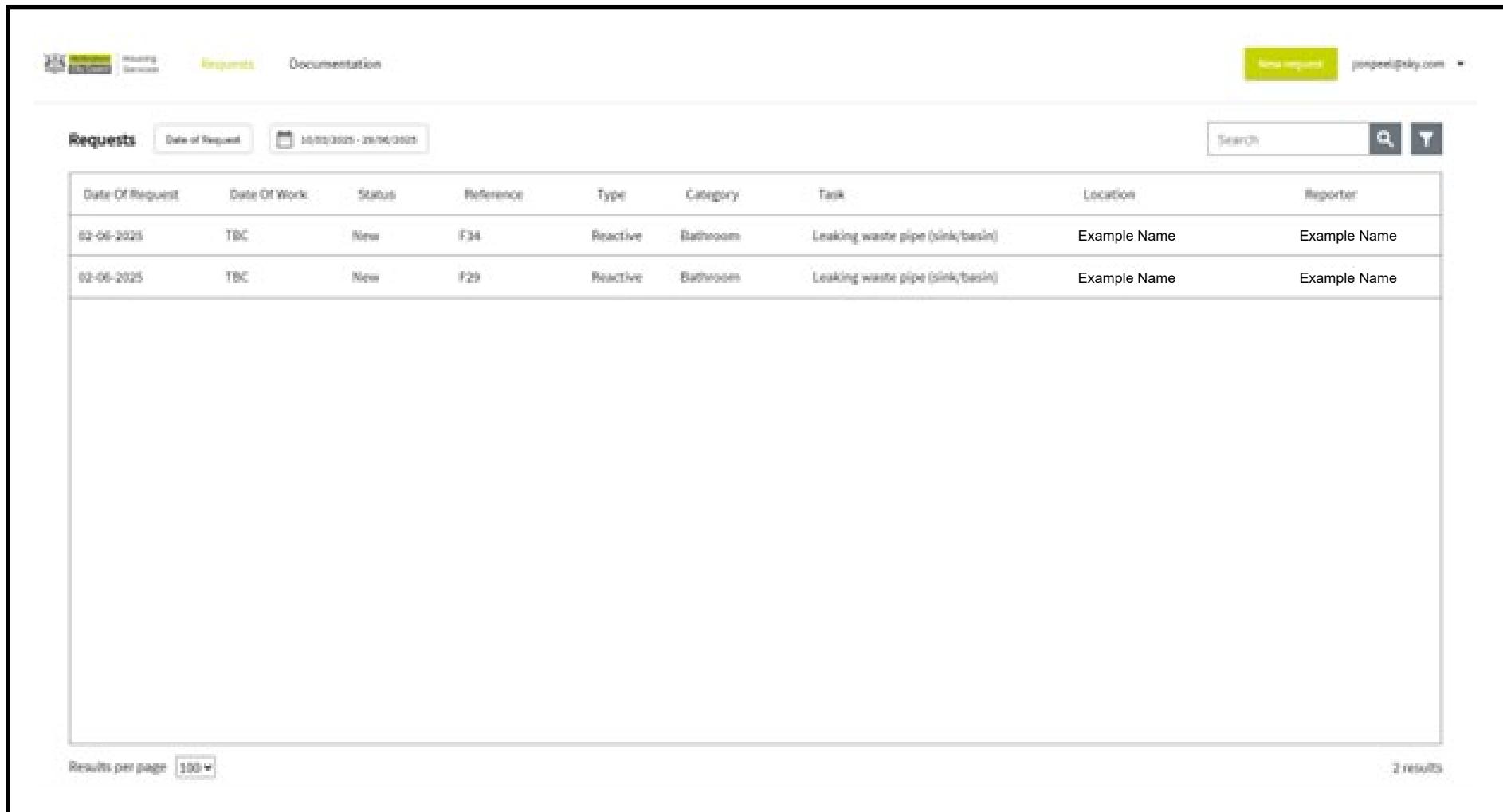
Then click 'Request Appointment'.

**Request Appointment**

## You will get confirmation of the appointment.

Requests > F34	
DESCRIPTION	QUOTES
<hr/>	
<b>ISSUE</b>	<b>CONTACT</b>
CATEGORY	CONTACT NAME
Bathroom	Example Name
TASK	CONTACT NUMBER
Leaking waste pipe (sink/basin)	0115 915 6427
	CONTACT EMAIL
	example.name@email.co.uk
<b>SITE INFO</b>	<b>New</b>
PLEASE PROVIDE A DETAILED DESCRIPTION OF THE ISSUE/SERVICE THAT YOU REQUIRE	REQUEST DATE
Leak coming through ceiling	02/06/2025, 17:03
	LOCATION
	<b>Example Name</b>
	27 VILLAGE ROAD,
	CLIFTON,
	NOTTINGHAM,
	NG11 8NE
<b>UPDATES</b>	REPORTED BY
	Example Name
	RELATED DOCUMENTATION
	N/A

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



The screenshot shows a software interface for managing repair requests. At the top, there is a navigation bar with icons for 'Log in', 'My account', 'Requests', and 'Documentation'. On the right side of the top bar, there is a 'New request' button and a user email 'project@sky.com'. Below the navigation bar, there is a search bar with a 'Search' button and a 'T' icon. The main area displays a table of repair requests with the following data:

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

At the bottom left, there is a 'Results per page' dropdown set to '100'. At the bottom right, it says '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 [feedback@nottinghamcity.gov.uk](mailto:feedback@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**