

# Raising a repair using MyAccount

If you are our customer and you need a repair, you can raise an appointment with us through myAccount, without needing to wait on the phone. Depending on your tenancy type, you can raise a repair for your home and/or a communal area (see guide below).

	Property	Block	Core	Estate
Social tenant	✓	✓	✓	✓
Leaseholder	✗	✓	✗	✓

Property – Booking a repair for your own home

Block – Booking a repair for your communal block such as the communal roof, gutters, downpipes and lights or signs attached to the block

Core – Booking a repair for your internal communal area such as the internal communal lights and signs, the floor and stairs

Estate – Booking a repair for your estate such as paths, steps, estate lights and signs

Once we have received your repair request, our contractor will contact you to book an appointment that is convenient for you. This guide will take you through the simple steps of raising a repair using myAccount.

## Raise a repair:

1. From your device, navigate to myAccount - <https://orbitcustomerhub.org.uk/myaccount/>
2. Log in by selecting the 'Login' button and entering your username (email address) and password.

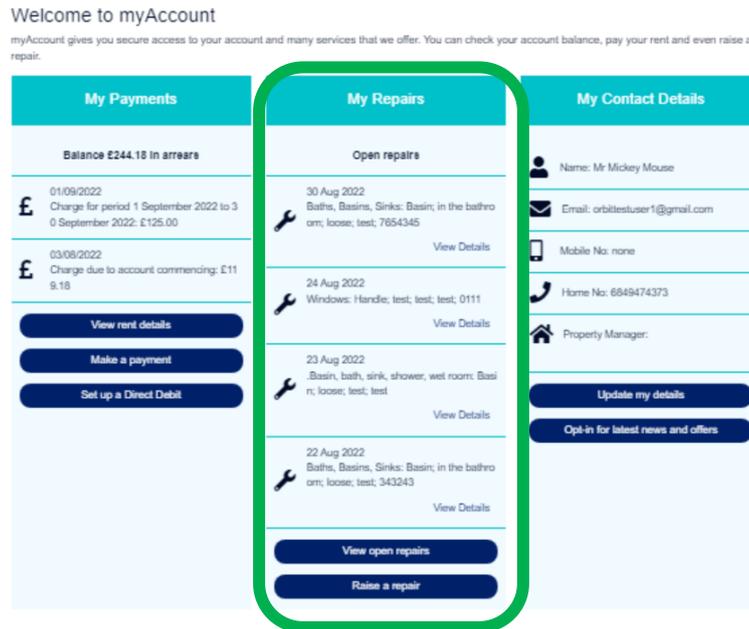
If you do not have an account, please select 'Register'. For further support on how to register for myAccount, visit our explainer guides at <https://orbitcustomerhub.org.uk/myaccount/myaccount-guidance/>

The screenshot shows two side-by-side panels. The left panel is titled 'Log into myAccount' and contains the text 'If you've already registered, log in using your user name and password' above a purple 'LOGIN' button. At the bottom of this panel are two links: 'Forgot password?' and 'Forgot username?'. The right panel is titled 'Are you a new user?' and contains the text 'It's easy to get registered for myAccount.' above a purple 'REGISTER' button. At the bottom of this panel is a link: 'For any questions, you can contact us'.

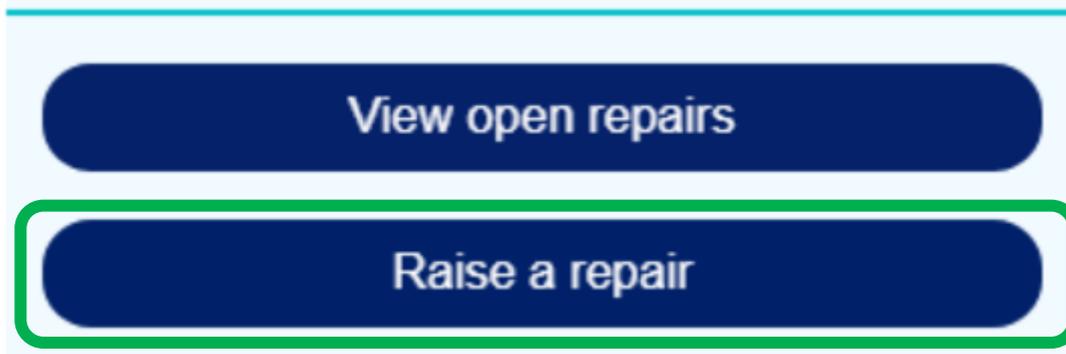


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3. Once you have logged into myAccount using your username and password, you will arrive at the home page. To raise a repair, navigate to the second column, 'My Repairs':



4. To raise a new repair, select the 'Raise a repair' button towards the bottom of the 'My Repairs' column. (If you have already raised the repair and wish to view an open repair request, select 'View open repairs').



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5. This will present you with a list of address options. From here, you can select your property address (**for repairs to your property**) or a communal address (**for repairs to a communal/public area**).

Please select where you are booking this repair:

My Property:

10 Test Street, Test District, Test Town, Test County

6. You will then be given the option to agree to the use of functional cookies. To agree and continue with your repair request, select 'Continue'.

This site only uses functional cookies to allow the website to work. By continuing to the site, you are agreeing to the use of these cookies. Click [here](#) to find out more.

Continue

7. You will then be asked to select a topic. Choose the topic most relevant to your repair request. For example, the repair of a faulty light switch can be raised under 'Electrics'.

Raise a repair

← Go back

× Cancel request

Please select a topic...

Search...



Baths, basins, sinks



Damp, Mould, Condensation



Doors, locks,



8. Once you have selected a topic, you can then choose the item or area that needs repairing. For example, the repair of a faulty light switch can be raised under 'light switch'.

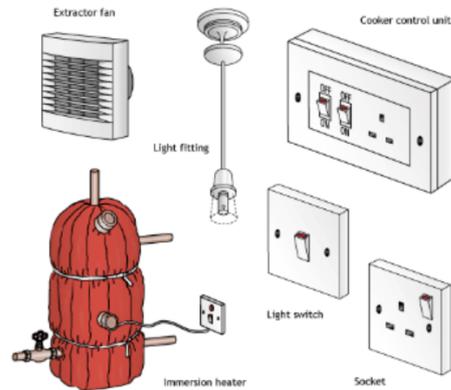
You can make your selection by either selecting the item or area from the list (shown on the left-hand side of the screen), or by choosing the option from the images (shown on the right-hand side of the screen).



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Please select one of the following:

Cooker control unit	<input type="radio"/>
Extractor fan	<input type="radio"/>
Immersion heater	<input type="radio"/>
Light fitting	<input type="radio"/>
Light switch	<input type="radio"/>
Socket	<input type="radio"/>



9. You will then be asked a series of questions related to the repair. This will help the contractor prepare for their visit. You may be asked to respond by typing in text, or by selecting an option from a list. It is important that all your responses are accurate and include as much detail as possible.

Light switch

Which room is it in?

Continue

Light switch

What work needs to be done to the light switch?

switch loose	<input type="radio"/>
switch not working	<input type="radio"/>
switch broken	<input type="radio"/>

If you wish to change your response at any stage, you can select the 'Go back' option. If you do not require the repair any longer, you can cancel your repair request by selecting 'Cancel request'.

← Go back

× Cancel request

10. Once all information has been provided, you will be asked to upload a photo. Whether you wish to upload an image or not, please select 'Continue' at this stage.



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Upload photo

Please upload a photo of the issue if relevant.

Continue

11. You can then decide whether to upload an image of the item or area needing the repair. This is optional, but the information you provide will help the contractor assess what work is required, and how complex it might be. This will affect how long the work takes, and the number of visits that the contractor will have to make. They will discuss this with you when they contact you to book the appointment.

- Selecting 'Yes' will give you the option to upload a photograph from your device.
- Selecting 'No' will allow you to skip this option.

## Light switch

Would you like to upload a photo?

Yes	<input type="radio"/>
No	<input type="radio"/>

To upload a photo, select 'Choose file' and upload the image. Then select 'Upload'.

## Light switch

upload photo

Select an image by clicking the button below.

Choose file No file chosen

Only file types 'jpg' and 'jpeg' and 'gif' and 'png' will be accepted.

Upload



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12. Please provide a phone number for our contractor to contact you on.

Light switch

Please provide your mobile phone number for text messages and contractor contact

Please use numeric keys

Continue

13. Once you have read and understood the 'Repair request submission' message, select 'Continue'.

## Repair request submission

Once you have selected Continue, please allow up to 2 minutes as our system will be busy creating the repair request. You will receive a confirmation page with a reference once this process has been completed.

Once completed, one of our contractors will be in touch to book a repair within the next 28 days. In the meantime, you will be able to view the repair details within the 'View open repairs' option.

Continue



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14. You will then be shown a summary of the information you have provided. If all information looks correct, select 'Continue'. If you wish to make a change, select 'Go back' until you reach the section you wish to change.

[← Go back](#) [× Cancel request](#)

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### Summary

Thank you. You have now answered all the questions.

Please check the summary below, if this information is correct, choose the button below. If not, use the Go Back button above to change your answers.

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You have provided the following information:

Which room is it in?	Bedroom
What work needs to be done to the light switch?	switch not working
Please use the space below to give us as much detail as possible about your repair. You can also add any other specific requests or information we may need to know, such as how to enter your home.	The light switch is no longer working. When switching to the 'on' position, the light does not turn on. I have checked the fuse box and all switches are in the 'on' position. I have also changed the lightbulb to a new, working lightbulb which works in other light fittings. All other light switches within the property are working as expected.
Would you like to upload a photo?	No
Please provide your mobile phone number for text messages and contractor contact	01234567890

[Continue](#)

15. You will then see the following submission message and a unique reference for your repair request. You can use this reference if you wish to contact us about your repair request.

Thank you for submitting. Your reference for this enquiry is **9739287**

[Back To Home](#)

**We hope this guide has answered any questions you may have. If you would like to view the rest of our explainer guides, please visit the myAccount homepage at [orbitcustomerhub.org.uk/myaccount](https://orbitcustomerhub.org.uk/myaccount).**

