


How to Book a Routine Repair Online – A Step by Step Guide

Step	Action	Screenshot
1	<p>For an emergency repair, please call 01932 838383.</p> <p>Do not report online</p>	
2	<p>For repairs in a communal, or shared area, for example an aerial or door entry system, please call 01932 838383 or email Tenancy.management@runnymede.gov.uk</p>	
3	<p>Is the repair the responsibility of the Council? If you are not sure if you need to fix the problem, please check your Housing repairs handbook</p>	

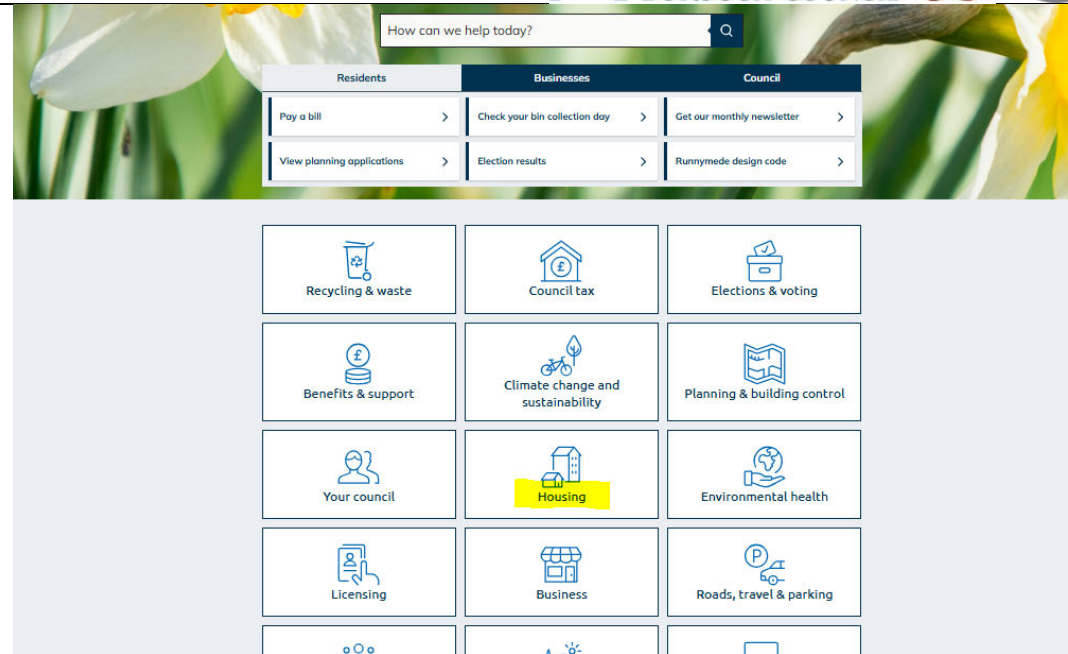
4

On your phone or computer, log on to **runnymede.gov.uk**



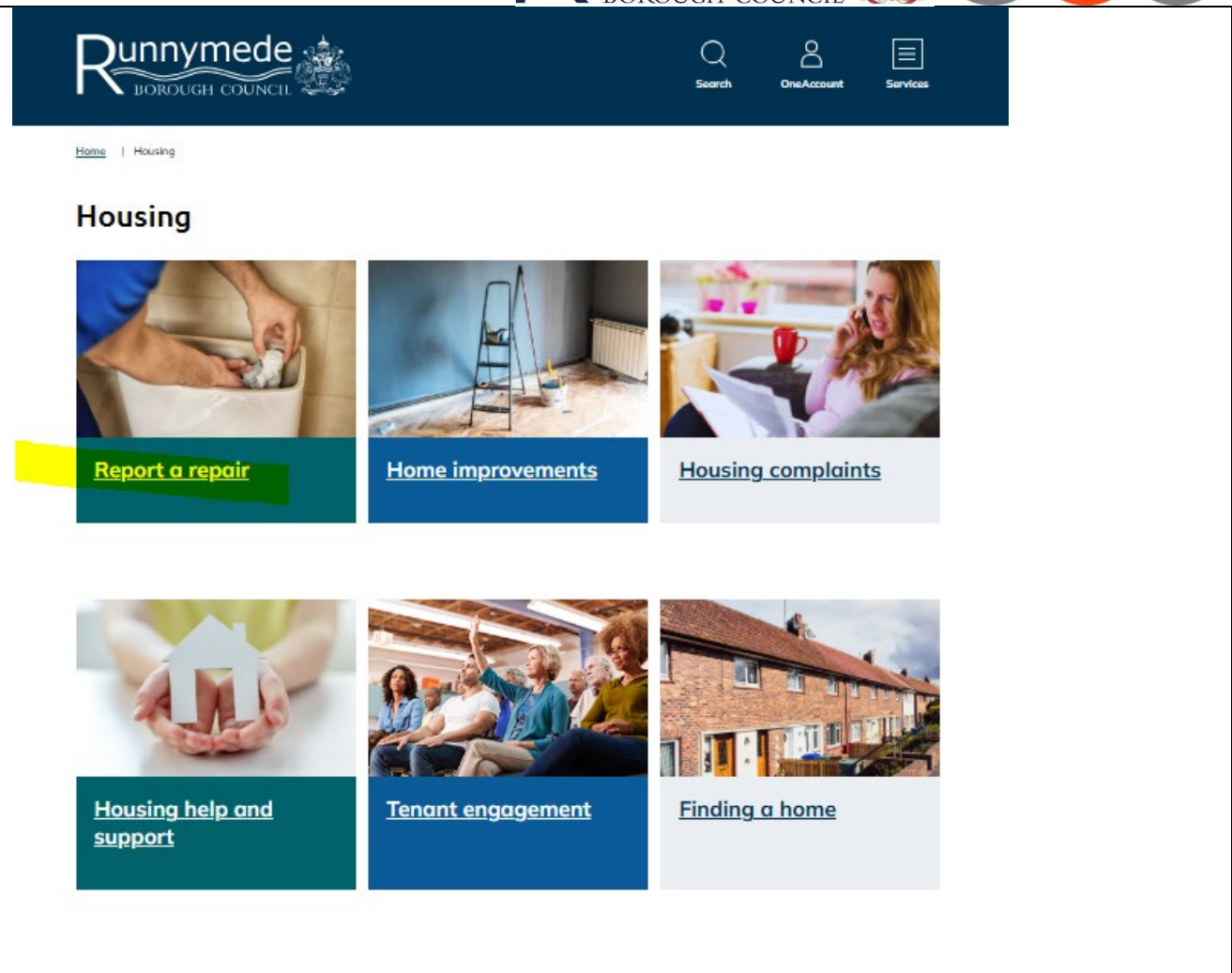
5

Select **Housing**



6


Select **Report a Repair**





The screenshot shows the Runnymede Borough Council website's 'Housing' section. At the top is a dark blue header with the council's logo, a search icon, and links for 'OneAccount' and 'Services'. Below the header is a breadcrumb trail: 'Home | Housing'. The main heading is 'Housing'. There are six service tiles arranged in a 2x3 grid:

- Report a repair**: Features an image of hands putting a coin into a toilet. This tile is highlighted with a yellow background on the left side.
- Home improvements**: Features an image of a room with a ladder and a radiator.
- Housing complaints**: Features an image of a woman talking on a phone.
- Housing help and support**: Features an image of hands holding a white house-shaped icon.
- Tenant engagement**: Features an image of a group of people sitting in a room, with one person raising their hand.
- Finding a home**: Features an image of a row of brick houses.

7	Click point 3 to see if you are responsible for the repair.
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 Search
  OneAccount

[Home](#) | [Housing](#) | [Council tenants](#) | [Housing repairs](#)

Housing repairs

In this section

- [Housing repairs](#)
- [Emergency repairs](#)
- Council's responsibility as a landlord**

Council's responsibility as a landlord

Outside

- external paint work
- chimneys, chimney stacks and flues - but not chimney sweeping
- drains, gutters, and outside pipes
- roofs, external walls, and floors
- windows
- paths and steps
- fences, walls, and gates erected and owned by the Council

Inside


Unless damage has been caused through misuse.






Housing related pages








- [Council tenants](#)
- [Help to find a home](#)
- [Homeowners, private tenants and landlords](#)
- [Housing help and support](#)
- [Preventing homelessness](#)
- [Tenant engagement](#)
- [Your council tenancy](#)
- [Report housing fraud](#)


Council tenants related pages

- [Paying your rent](#)

8	<p>For a repair that is the Council's responsibility, select Report a Repair</p>	<ul style="list-style-type: none"> • lifts and entry phone systems • fire detection and emergency lighting system • shared entrances, halls, stairs, and passages • painting the inside and outside of shared areas • parking areas and any other shared areas <p>All general repair work will be completed within 15 working days.</p> <p>To report non-urgent repairs please complete the online form below</p> <p>Report a repair (Opens in new tab)</p> <p>For emergency repairs see our page on reporting emergency repairs</p> <p>The Repairs Handbook is for council tenants to understand the repairs service and what they can expect to receive from the Council as their landlord.</p> <ul style="list-style-type: none"> •  Housing repairs handbook (Opens in new tab)
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9	Select the type of repair	<div><h3>Choose a repair item</h3><p>You can enter keywords here to help reduce the list of items to choose from below.</p><div><input type="text" value="e.g. no heating"/></div><div><div> Bathroom and Toilet ></div><div> Boiler ></div><div> Ceiling ></div><div> Doors ></div><div> Drain ></div></div></div>
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10	Select the problem	<div> Bathroom and Toilet </div> <div><div>Basin / sink taps are broken </div><div>Basin / sink taps are leaking </div><div>Bath is blocked </div><div>Bath is broken </div><div>Bath is leaking (burst) </div></div>
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11	<p>For some repairs, you will then see a video to troubleshoot the problem such as “Leakages in your home”</p>	<p>if your taps are leaking, watch the video below.</p> 
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12

If you are able to solve the problem, select '**This solved my problem**'






Steps to clear a leak in your home:

1. Locate the leak
2. Place a towel, bucket or container under the leak to collect the water and prevent further damage from happening



✓ This solved my problem

13	Or Continue with Booking	<p>If your taps are leaking, watch the video below:</p> <div data-bbox="866 271 1682 737"> </div> <div data-bbox="866 794 1232 890"> <p>✓ This solved my problem</p> </div> <hr/> <div data-bbox="788 992 1285 1086"> <p>Continue with Booking ></p> </div>
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14	Please upload up to 3 photos . It can be quicker and easier to fix if we can see the problem.	<p>Tell us more</p> <p> Add a photo (optional) (3/3 attachments remaining)</p> <p>Continue with Booking ></p> <p>Back to top </p>
15	Select Continue with Booking	
16	You will then see a summary of your repair request. You can add another repair item if needed - both repairs will then be listed under Basket.	<p>Basket</p> <p>If you call us out to put right damage that is your fault, or beyond normal wear and tear then we will recharge the cost to you.</p> <hr/> <p>1. Bath is leaking (drip) Remove</p> <hr/> <p>+ Add another repair item</p> <hr/> <p>Continue with Booking ></p> <p>Back to top </p>

17	Select Continue with Booking	
18	Add your Contact Details and Availability	<p>Contact Details & Availability</p> <p>First Name</p> <p>Last Name</p> <p>Address</p> <p>Post Code</p> <p>e.g. AB1 2CD</p>

<p>19</p>	<p>Add your phone number and email address.</p> <p>Click when you are normally home, for example mornings.</p> <p>If required, add additional information, for example “please avoid school run times.”</p>	<p>Telephone Number</p> <div> <div></div> </div> <p>Email Address</p> <div> <div></div> </div> <p>Please tick when you are normally home:</p> <table> <thead> <tr> <th></th> <th>Monday</th> <th>Tuesday</th> <th>Wednesday</th> <th>Thursday</th> <th>Friday</th> </tr> </thead> <tbody> <tr> <td>AM</td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>PM</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> <p>Additional Information e.g. "I would prefer a morning appointment"</p> <div> <div>test repair</div> </div>		Monday	Tuesday	Wednesday	Thursday	Friday	AM	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<p>20</p>	<p>Extra information that will help sort out the problem, for example if it's an intermittent fault, or previous fixes haven't worked, or you know the cause.</p>	<p>Additional Information e.g. "I would prefer a morning appointment"</p> <div> <div>test repair</div> </div> <div> <div>Submit</div> </div> <p>Back to top</p>																		

	Press Submit when the form is complete	
21	Acknowledgement	You will see the confirmation message on the screen.
22	A member of MCP's team will schedule your repair and confirm this to you by phone. If you do not answer, we will leave a message or send you an email.	
23	The Council welcomes feedback on using this online form	<div> <p>For emergency repairs see our page on reporting emergency repairs</p> <p>The Repairs Handbook is for council tenants to understand the repairs service and what they can expect to receive from the Council as their landlord.</p> <ul style="list-style-type: none">  Housing repairs handbook (Opens in new tab) <p>Provide feedback ▼</p> <hr/> <p>  Previous Emergency repairs </p> </div> <div> <p>Get in touch about housing repairs</p> <p>The quickest way to contact us is by using our online forms which are available 24 hours a day, 7 days a week. If you need to speak to us give us a call during office hours and talk to our Customer Services team who will be happy to help.</p> </div>