

## How to report a repair

My Qualis is Qualis Property Solution's new online portal, where you can book non-emergency routine repairs for your home.

This guide takes you through the steps on how to report a repair and book an appointment.

Visit our website [www.qualisgroup.com](http://www.qualisgroup.com) and click on the Housing Services menu, then Report a Repair where you will find My Qualis. You can either create an account or sign in if you have already completed the registration process.

You can also find FAQs and How to Guides for My Qualis on the Report a Repair page.

If you haven't already created an account, click on the 'Personal Signup' button underneath New Customer? Then follow the instructions provided. If your current email address is not registered with EFDC, you will need to contact our customer service centre on 0333 230 0464 and they will make sure your details are updated. This can take up to 48 hours, but you will then be able to create an account.

If you have already registered, add your email address and password in the boxes provided and then click on Log in.

If you forget your password, there is a [Forgotten Password?](#) link which will take you through the resetting process.



The screenshot shows the MyQualis user interface. At the top left is the MyQualis logo. Below it are two input fields: 'Email' and 'Password'. The password field has a small eye icon to its right. Below the password field is a link that says 'Forgotten password?'. A 'Log in' button is positioned below the links. A horizontal line separates the login section from the registration section. Below the line, the text 'New Customer?' is followed by a 'Personal Signup' button. At the bottom of the form are two links: 'Terms & Conditions' and 'Privacy Policy'.

You will then come to a page where you will only see any repairs you have raised on the portal.

If this is your first repair, you will not see any jobs listed at this point. You cannot see previous repairs made at your address. This is for GDPR purposes due to different tenants in properties.

This is also where you can start the process to raise a new repair.

**Requests** Date of Request 05/01/2026 - 26/04/2026 Search

Date Of Request	Date Of Work	Status	Reference	Type	Category	Task	Location	Reporter
26-03-2026	31-03-2026	Planned	5012	(WO000105) Reactive	Plumber	Shower mixer tap	Unoccupied Unoccupied	
26-03-2026	TBC	New	F80	Reactive	Plumber	Shower mixer tap	Unoccupied Unoccupied	Unoccupied Unoccup
13-03-2026	20-03-2026	Planned	5012	(F79) Reactive	Roofer	Clear guttering	Unoccupied Unoccupied	
13-03-2026	TBC	New	5012	(F79) Reactive	Roofer	Clear guttering	Unoccupied Unoccupied	
06-03-2026	10-03-2026	Planned	5012	(F78) Reactive	Carpenter	Bath panel	Unoccupied Unoccupied	
03-03-2026	05-03-2026	Planned	5012	(F77) Reactive	Plumber	Clear Basin/Sink blockage	Unoccupied Unoccupied	
03-03-2026	05-03-2026	Planned	5012	(F76) Reactive	Plumber	Clear airlock	Unoccupied Unoccupied	
20-02-2026	26-02-2026	Planned	5012	(F75) Reactive	Roofer	Clear guttering	Unoccupied Unoccupied	
20-02-2026	TBC	New	5012	(F75) Reactive	Roofer	Clear guttering	Unoccupied Unoccupied	
03-02-2026	25-02-2026	Planned	5012	(F74) Reactive	Plumber	Tap repair	Unoccupied Unoccupied	
03-02-2026	03-02-2026	Work Completed	5012	(F73) Reactive	Plumber	Tap repair	Unoccupied Unoccupied	
15-01-2026	16-01-2026	Planned	5012	(F72) Reactive	Plumber	Tap repair	Unoccupied Unoccupied	
09-01-2026	15-01-2026	Planned	5012	(F71) Reactive	Roofer	Clear guttering	Unoccupied Unoccupied	

Results per page 100 13 results

Here you will see a breakdown including the date you requested a repair, date the repair is booked in for, jobs status, your job reference no., trade, job description and your address.

**Please do not report emergency repairs here as we want to ensure we attend these quickly. An emergency is where there is a risk to your household, or danger to the structure of the property.**

**If you have an emergency repair, please contact our customer service team on 0333 230 0464.**

[New request](#)

To request a new repair, click on the purple [New request](#) button in the top right corner of the screen.

This will take you to the next page where you can confirm your home address.



## New Request

Unoccupied Unoccupied

████████████████████ LOUGHTON, IG10 ██████████



Next

Once you have checked it states your home address, click the 'Next' button.

The next screen is where you will start to describe the repair. You can do this by selecting 'Describe the repair' and start typing the issue in the box below where it says, 'Start typing the issue...'. There is also a drop-down arrow at the side of this box where you can scroll through all available repairs.



## New Request

Describe the repair

Choose a service

Start typing the issue... ▾

If you can't find the service required, please call 0333 230 0464

Back

Next

Or you can click on 'Choose a service' and select the trade relating to the type of repair e.g. carpenter, plumber etc., and this will provide a list of available repairs under that trade.

If you are unable to find the repair you need, please contact our Customer Service Centre on the number provided in the blue box.

Location      Issue      Contact      Attachments      Summary

### New Request

Describe the repair      Choose a service

Category \*  
Plumber

Task \*  
Tap repair

*If you can't find the service required, please call 0333 230 0464*

Back      Next

Once you have selected your repair, click on the 'Next' button. You will see from here you also have the option to press the 'Back' button if you need to go back to the previous page, at any point.

This page is where you fill in all your contact details and give a description of the repair you are requesting.

Any box marked with an \* must be completed fully.

When you are describing the repair, please provide as much information as possible including what the issue is, which room in the property (bedroom, bathroom, kitchen etc.), what type of

fixture is it e.g. if it is a tap, is it a mixer or single taps? Let us know if the repair is outside the property and if it is at the rear or the front. Is there access to the outside? As much information as you can give, helps our planners and our operatives understand what is required before attending.

This is also where you can provide additional information which may help our operatives e.g. I have mobility issues so make take a while to answer the door, please knock loudly or I have a dog but will keep them out of the way in another room.

## New Request

Who is the site contact for this work?

Name \*

Jane Smith

Phone \*

01234 567890

Email \*

janesmith@email.com

19/100

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



My mixer tap over my bath on the 1st floor is constantly dripping. I am hard of hearing so please knock loudly when you visit.

126/20000

We will only use your contact information to provide updates about your request. Let us know your preferred method of communication.

Please update me via email



Please update me via SMS



Please update me via both email and SMS



\*Required information

Back

Next

At the bottom of this page, you can select to receive updates and how you receive them. Use the sliders on the right-hand side to select which method you would prefer.

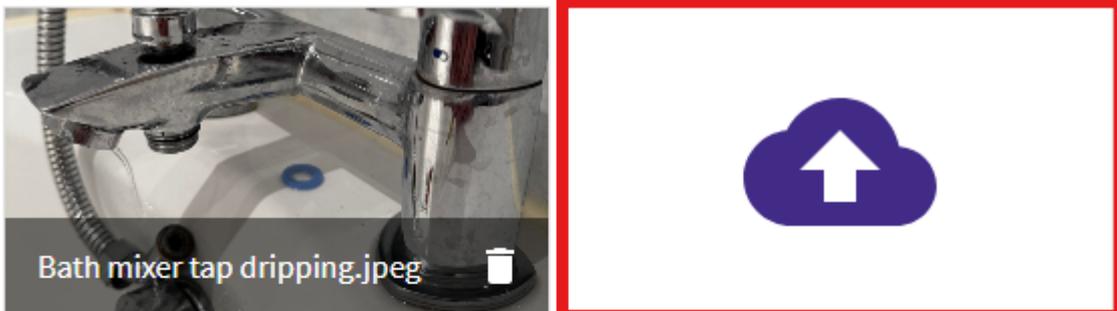
Once you are happy with the details, click the 'Next' button.

The next page is where you can add images of the repair which is required.



## 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

By clicking on the purple cloud, you can follow the instructions to add up to 8 images to your repair.

Once you have added your photos, click the 'Next' button.

This page gives you a breakdown of all the information you have provided. **At this point, no job has been raised on our repairs management system.**

This gives you the opportunity to check all the details you have entered to make sure everything is correct before you move on to book your appointment.

You will notice some of the areas have a pen  beside them. If you need to edit any of the information you have provided, click on the pen by that section and you can update the details.

✓ — ✓ — ✓ — ✓ — 5

Location      Issue      Contact      Attachments      Summary

### New Request

<h4>ISSUE</h4> <p>CATEGORY <b>Plumber</b></p> <p>TASK <b>Tap repair</b></p>	<h4>CONTACT</h4> <p>CONTACT NAME <b>Jane Smith</b></p> <p>CONTACT NUMBER <b>01234 567890</b></p> <p>CONTACT EMAIL <b>janesmith@email.com</b></p>	<p>REPORTED BY Unoccupied Unoccupied</p> <p>LOCATION  Unoccupied Unoccupied [REDACTED]</p> <p>LOUGHTON IG10 [REDACTED]</p> <p><input checked="" type="checkbox"/> I can confirm that I have selected the correct service</p> <p style="text-align: right;"><a href="#">Back</a> <a href="#">Create request</a></p>
<h4>SITE INFO</h4> <p><small>PLEASE PROVIDE A DETAILED DESCRIPTION OF THE ISSUE/SERVICE THAT YOU REQUIRE</small></p> <p>My mixer tap over my bath on the 1st floor is constantly dripping. I am hard of hearing so please knock loudly when you visit.</p>	<h4>ATTACHMENTS</h4>  <p>Bath mixer tap dripping.jpeg</p>	

Once you are completely happy with the information you have provided click the tick box next to 'I can confirm that I have selected the correct service'. Once you do this the [Create request](#) will change from being greyed out to purple.

You will now be able to book the next available appointment.

At the top of the page, you can move from week to week to see availability. You will only be able to book an appointment within the target time of your repair.

<b>This Week</b> 30 - 5 Apr	Next Week 6 - 12 Apr	▶ More Dates
--------------------------------	-------------------------	-----------------

Select an appointment

Monday 30th

ALL DAY 08:30 - 16:29	MORNING 08:30 - 12:29	SCHOOL RUN 10:00 - 13:59
AFTERNOON 12:30 - 16:29		

Tuesday 31st

ALL DAY 08:30 - 16:29	MORNING 08:30 - 12:29	SCHOOL RUN 10:00 - 13:59
AFTERNOON 12:30 - 16:29		

Wednesday 1st

ALL DAY 08:30 - 16:29	MORNING 08:30 - 12:29	SCHOOL RUN 10:00 - 13:59
AFTERNOON 12:30 - 16:29		

Thursday 2nd

ALL DAY 08:30 - 16:29	MORNING 08:30 - 12:29	SCHOOL RUN 10:00 - 13:59
AFTERNOON 12:30 - 16:29		

Friday 3rd

ALL DAY 08:30 - 16:29	MORNING 08:30 - 12:29	SCHOOL RUN 10:00 - 13:59
AFTERNOON 12:30 - 16:29		

You are offered the same appointment ranges as you would be offered if you called into customer service – All day, Morning, Afternoon or School Run. Weekends and any slots not available will be greyed out.

If you come out of the portal before booking an appointment this will generate a booking on our repairs management system and we may contact you to ask if you still need the booking as there will be no appointment attached.

Thursday 2nd

ALL DAY 08:30 - 16:29	MORNING 08:30 - 12:29	SCHOOL RUN 10:00 - 13:59
--------------------------	--------------------------	-----------------------------

AFTERNOON 12:30 - 16:29
----------------------------

Friday 3rd

ALL DAY 08:30 - 16:29	MORNING 08:30 - 12:29	SCHOOL RUN 10:00 - 13:59
--------------------------	--------------------------	-----------------------------

AFTERNOON 12:30 - 16:29
----------------------------

Saturday 4th

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

AFTERNOON N/A
------------------

Sunday 5th

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

AFTERNOON N/A
------------------

 An individual 18 years or older must be present at the time of the appointment.

[Request Appointment](#)

Once you click on the appointment slot you want, the box will turn purple, as will the 'Request Appointment' box at the bottom of the screen. **Please note** the comment highlighted in blue at the bottom of the screen advising someone over the age of 18 must be present at the property, at the time of the appointment.

Click on

**Request Appointment**

You will now be taken back to the summary page for your repair.

MyQualis

Requests

Documentation

New request

## ISSUE

CATEGORY  
Plumber  
TASK  
Tap repair

## SITE INFO

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

My mixer tap over my bath on the 1st floor is constantly dripping. I am hard of hearing so please knock loudly when you visit.

## ATTACHMENTS



Bath mixer tap dripping.jpeg

## UPDATES

## CONTACT

CONTACT NAME  
Jane Smith  
CONTACT NUMBER  
01234 567890  
CONTACT EMAIL  
janessmith@email.com

New

REQUEST DATE  
30/03/2026, 09:17  
LOCATION  
Unoccupied Unoccupied  
LOUGHTON  
IG10  
REPORTED BY  
Unoccupied Unoccupied  
RELATED DOCUMENTATION  
N/A

At the bottom of the page, you will see 'UPDATES'. This is where, as your job progresses, you will receive updates on the status of the job.

If you click on 'Requests' at the top of the page, you will be taken back to the list of any jobs you have raised.

Requests Date of Request 05/01/2026 - 26/04/2026 Search Q T

Date Of Request	Date Of Work	Status	Reference	Type	Category	Task	Location	Reporter
30-03-2026	03-04-2026	Planned	50124342 (WO000109242)	Reactive	Plumber	Tap repair	Unoccupied Unoccupied	
30-03-2026	TBC	New	F81	Reactive	Plumber	Tap repair	Unoccupied Unoccupied	Unoccupied Unoccup
26-03-2026	31-03-2026	Planned	50124342 (WO000109242)	Reactive	Plumber	Shower mixer tap	Unoccupied Unoccupied	
26-03-2026	TBC	New	F80	Reactive	Plumber	Shower mixer tap	Unoccupied Unoccupied	Unoccupied Unoccup
13-03-2026	20-03-2026	Planned	50124342 (WO000109242)	Reactive	Roofer	Clear guttering	Unoccupied Unoccupied	
13-03-2026	TBC	New	50124342 (WO000109242)	Reactive	Roofer	Clear guttering	Unoccupied Unoccupied	
06-03-2026	10-03-2026	Planned	50124342 (WO000109242)	Reactive	Carpenter	Bath panel	Unoccupied Unoccupied	
03-03-2026	05-03-2026	Planned	50124342 (WO000109242)	Reactive	Plumber	Clear Basin/Sink blockage	Unoccupied Unoccupied	
03-03-2026	05-03-2026	Planned	50124342 (WO000109242)	Reactive	Plumber	Clear airtock	Unoccupied Unoccupied	
20-02-2026	26-02-2026	Planned	50124342 (WO000109242)	Reactive	Roofer	Clear guttering	Unoccupied Unoccupied	
20-02-2026	TBC	New	50124342 (WO000109242)	Reactive	Roofer	Clear guttering	Unoccupied Unoccupied	
03-02-2026	25-02-2026	Planned	50124342 (WO000109242)	Reactive	Plumber	Tap repair	Unoccupied Unoccupied	
03-02-2026	03-02-2026	Work Completed	50124342 (WO000109242)	Reactive	Plumber	Tap repair	Unoccupied Unoccupied	

Results per page 100 15 results

If you click on the job you just raised, or any job you want to check on your list of repairs you have raised, you will see any updates added to the bottom of the summary page.

Requests ▶ 50124342 (WO000109242)

DESCRIPTION QUOTES

ISSUE

CATEGORY

Plumber

TASK

Tap repair

SITE INFO

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

My mixer tap over my bath on the 1st floor is constantly dripping. I am hard of hearing so please knock loudly when you visit. - Tap repair

UPDATES

Status changed to **Planned**

Updated ~ 30/03/2026, 09:29

An appointment has been booked for 03/04/2026 between 08:30 and 16:29. The appointment reference is VISIT-149501.

Updated ~ 30/03/2026, 09:29

CONTACT

CONTACT NAME

Unoccupied Unoccupied

Planned

REQUEST DATE

30/03/2026, 09:17

PLANNED START DATE

03/04/2026, 08:33

LOCATION

Unoccupied Unoccupied

LOUGHTON

IG10

RELATED DOCUMENTATION

N/A

In this case you can see the appointment has been booked, including the date, time and when

it was updated. As the job progresses you will receive further updates on the portal e.g. when the operative is on their way, when the work has started, when it is completed or if follow on works are required.

Here are some examples of the type of updates you will receive.

The appointment VISIT-149427 has been completed at 03/02/2026 15:46. The outcome of the appointment was: materials are being arranged to complete this repair

Updated ~ 03/02/2026, 15:46

Status changed from **Planned** to **Work in Progress**

Updated ~ 03/02/2026, 15:45

The appointment VISIT-149427 has started at 03/02/2026 15:45.

Updated ~ 03/02/2026, 15:45

The operative for the appointment VISIT-149427 is now On-Route to the property.

Updated ~ 03/02/2026, 15:45

The appointment VISIT-149427 has been reappointed. The new appointment is for 03/02/2026 between 12:30 and 16:29.

Updated ~ 03/02/2026, 15:42

Status changed to **Planned**

Updated ~ 03/02/2026, 15:33

An appointment has been booked for 04/02/2026 between 12:30 and 16:29. The appointment reference is VISIT-149427.

Updated ~ 03/02/2026, 15:33

Thank you for using the My Qualis portal. We hope you have found this guide helpful.