

# How to...

## Register for a Camden account

The Camden account allows you to create a safe personal account in a secure environment to access council services faster and easier.

Currently, you can report a repair and view your tenant or leaseholder account, and communicate with the Council securely.

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1. To register for a Camden account, simply visit [www.camden.gov.uk/camdenaccount](http://www.camden.gov.uk/camdenaccount)  
All you'll need to get started is your:
    - a. Email address
    - b. Name & address
    - c. Contact details
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2. Once you've registered, we'll need to validate your account so you can raise a repair.
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3. To do this, we ask that you provide us with your rent or tenancy payment reference number (you'll be able to find this on your rent card, rent statement or service charge letters).
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4. Once your account has been authenticated you'll be able to report repairs online.
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**You can also sign up to receive helpful emails for updates on your repair. Simply check the box to let us know you'd like to receive email alerts.**

# How to...

## Raise a repair online

There's a new way to report a housing repair or check that someone is dealing with a communal problem in your residence. Simply log on to [Camden.gov.uk/HousingRepairs](https://Camden.gov.uk/HousingRepairs) and follow these simple steps:

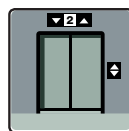
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1. From the Main Menu, you're able to select the type of repair you want to report – you can currently choose from four options:

a.



Door entry system

c.



Lifts

b.



Estate lighting

d.



TV aerials

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2. Once you've done this, you'll be shown a convenient list of all the current repairs taking place. If you spot your repair here, we're already dealing with it. So, you don't have to report it again.
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3. If you can't spot an existing repair that will solve your issue, then all you have to do is answer a few quick and simple questions to determine how we can help you.
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4. Once you've completed the questions, we'll present you with a summary of the repair and a works order (WO) number for your reference.
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5. We'll then let you know what's going to happen next.