

# OurProperty at a Glance



Report maintenance anywhere, anytime!

Quickly report maintenance from your phone, tablet, or PC.



Keep up to date with your requests!

Receive SMS and email notifications at every stage of maintenance requests.



Access to your rent ledger!

24/7 access to your rental ledger.

## How Do I Report Maintenance?

1. Download the **OurTenant App**, brought to you by OurProperty.com.au, and access your tenancy details any time through a secure log in.
2. Once you've logged in, you'll see a homepage similar to the one below. To request maintenance, open a request page with the "New" button in the top bar. Then, just fill in the blanks.
3. Attaching a photo or video will help the job start sooner.

If you can see the problem add a photo. If the problem moves (like a dripping tap or noisy door) add a short video. Once you've created a request, you can follow its progress in the "Current Jobs" section at the bottom of the page.

## Maintenance Made Fast & Simple!

1.

### Logging In

Your login details have already been emailed to you

2.

### Changing Your Password

You can change your password by clicking your name in the corner

3.

### Having Trouble?

Need help? Our friendly support team are contactable on

[support@ourtadie.com.au](mailto:support@ourtadie.com.au)

# Handy hints to get your request processed faster!

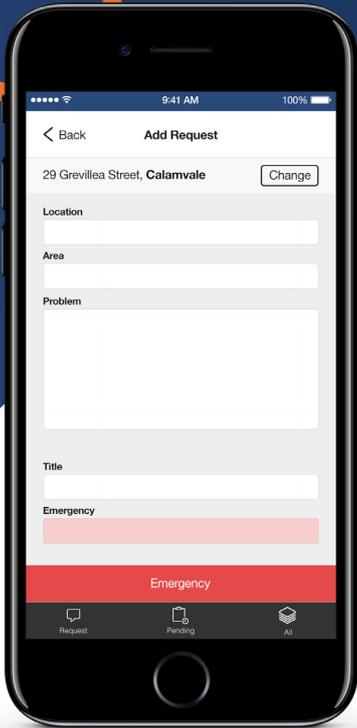
Making a maintenance request is now just a few clicks away

To the right is a new request page on the mobile app. The desktop page is also similar to this.

**Don't forget to read the terms and conditions and check the consent**

## 1. Tell Us Everything

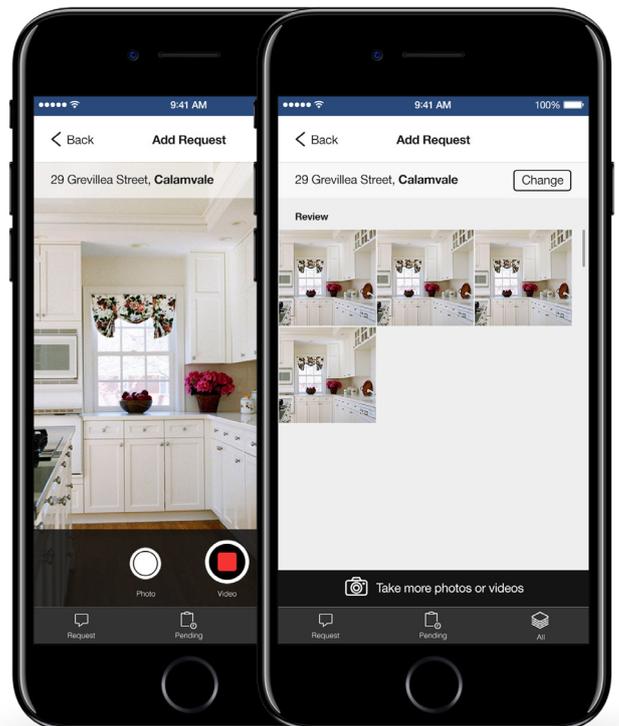
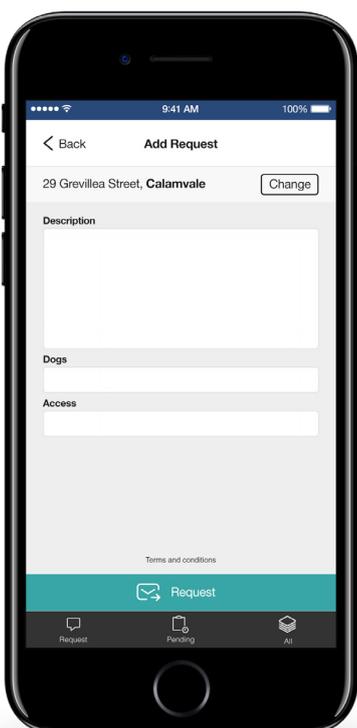
Make sure you give as much information as possible for your request. The more information a Property Manager has, the easier it is to find a solution.



## 2. A Photo Is Worth 1000 Words

You can upload a photo or video direct from your phone.

This will help resolve your issue faster, as your Property Manager, Landlord and Tradie can all see what needs fixing.



## 3. When Are You Free?

Want to be home when the tradie comes to repair? Work shift work and don't want to be disturbed in the mornings? Let the tradie know when you're free.

For more details call your Property Manager or contact us on **0414 496 758**