

# How To Report Routine Maintenance:

## Step 1:

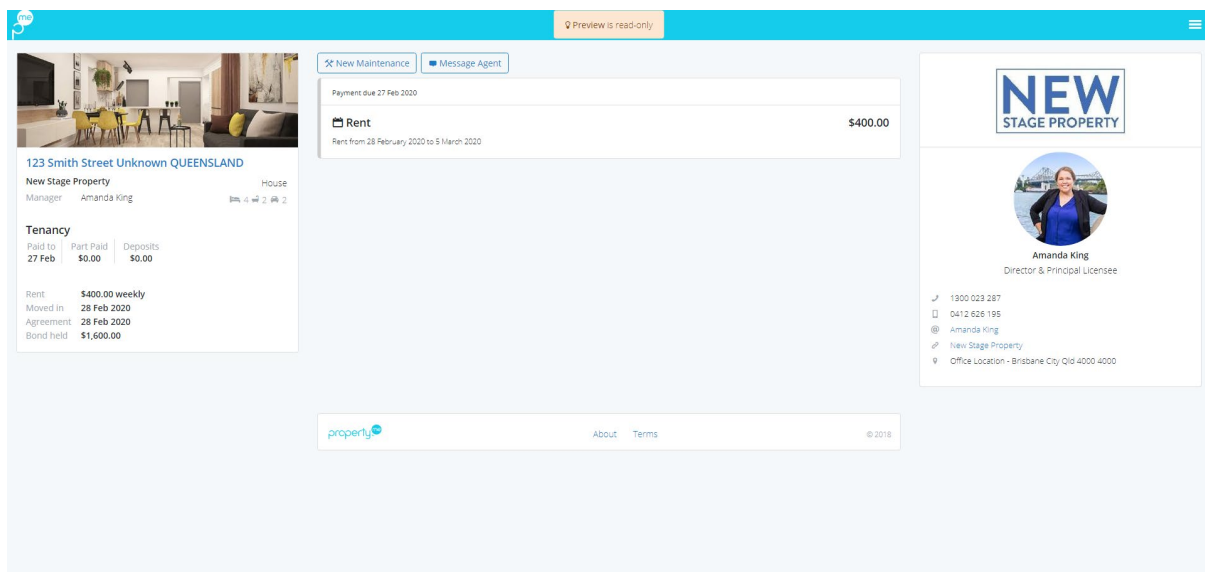
Determine if the request is a landlord's maintenance request or if the items is a tenant's responsibility to rectify. If you are unsure, please go to: <https://www.rta.qld.gov.au/renting/during-a-tenancy/maintenance-and-repairs> for more specific details.

## Step 2:

Login to your online tenants portal at: <https://my.propertyme.com/portfolio?code=NEWTOLD>

Once you have logged in, you will see the below screen. Click on



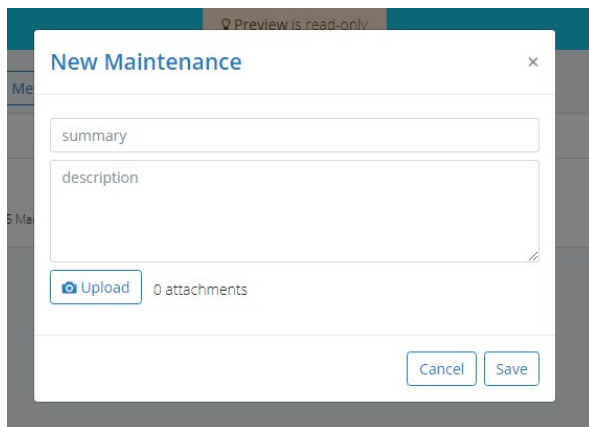


The screenshot shows the PropertyMe tenants portal dashboard. At the top, there is a blue header with a search bar containing "Preview is read-only" and a menu icon. Below the header, there are two buttons: "New Maintenance" and "Message Agent". The main content area is divided into three columns. The left column features a property listing for "123 Smith Street Unknown QUEENSLAND", a "New Stage Property" logo, and a "Tenancy" table. The middle column displays a "Rent" payment due on 27 Feb 2020 for \$400.00, with a sub-note "Rent from 28 February 2020 to 5 March 2020". The right column shows the profile of Amanda King, Director & Principal Licensee, with contact information including phone numbers (1300 029 287, 0412 626 195), email (Amanda.King@newstageproperty.com.au), and office location (Brisbane City QLD 4000 4000). The footer contains the PropertyMe logo, "About" and "Terms" links, and a copyright notice for 2018.

Paid to	Part Paid	Deposits
27 Feb	\$0.00	\$0.00

Rent:	\$400.00 weekly
Moved in:	28 Feb 2020
Agreement:	28 Feb 2020
Bond held:	\$1,600.00

The pop up window will come up as per the below:

A screenshot of a web browser showing a 'New Maintenance' form. The form has a title bar with a close button (X). Below the title, there are two text input fields: 'summary' and 'description'. Below the 'description' field, there is an 'Upload' button with a camera icon and the text '0 attachments'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Save'. The background shows a blurred view of a website with a teal header and some text like 'Me' and '5 Ma'.

Complete the form with **as much detail as possible**. For example – If your oven has stopped working, don't just write in the description "My oven is not working". This doesn't explain what the problem is and we will ask more questions and this will slow down the process.

Instead, write in the description "My oven has no power to it. When I turn the dials to turn it on nothing happens. I have checked the fuse box and the fuse is switched on. The oven is a Bosch, Model Number – 123456. I have been having this problem for the last few days". The more details included, the quicker the repair will be and the easier it will be for your landlords to decide on how to resolve the issue.

Where possible, **add photos** to help the owner understand what the problem is. Try to include a photo of the serial/model numbers if it is visible to you.

Once you click save. The maintenance request will be submitted to NSP and we will then pass it onto the landlords for instructions.

Maintenance requests can take up to 72 hours to be processed depending on the day and the time of day your request is submitted.

If you believe your maintenance request is urgent, please go to:

<https://newstageproperty.com.au/emergency-repairs>