

# HOW TO REPORT MAINTENANCE

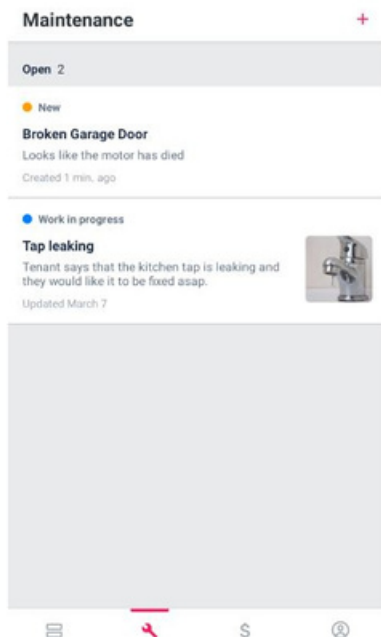
You are obligated as part of your tenancy agreement to report all maintenance at your property so we can attend to it promptly. Please do not wait for your next inspection to report maintenance, to avoid further damage to the property and inconvenience to you.

Unless the matter is an emergency, please report all maintenance in writing using your Console Tenant App.

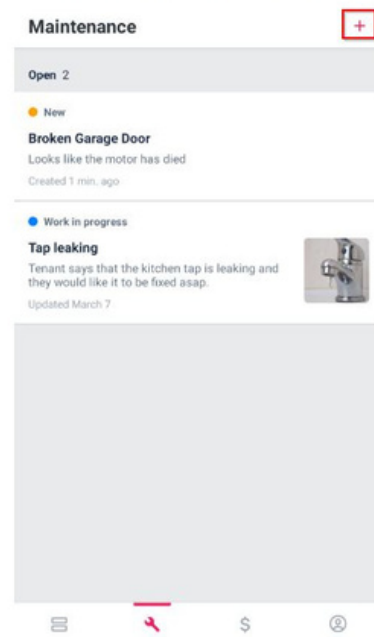


## 4 easy steps to report maintenance:

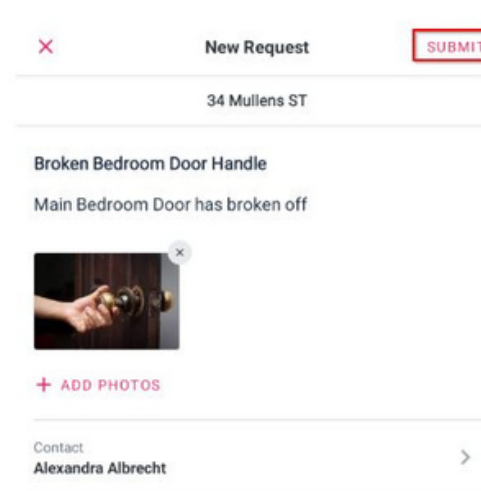
**STEP 1 - Log onto your Console Tenant App and click the spanner at the bottom of your screen**



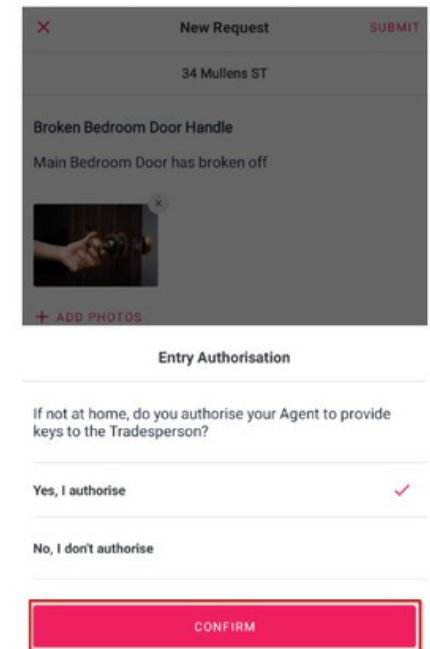
**STEP 2 - Click + to add a new maintenance request**



**STEP 3 - Enter a headline, description, and add photos. The more details you include, the quicker we can action this for you. Click SUBMIT**



**STEP 4 - Select if you authorise us to hand out keys to the tradesperson so you don't have to be home to let them in. Click CONFIRM**



Tradesperson will contact you to organise a suitable time, once your request gets approved.