HOW TO SUBMIT A MAINTENANCE REQUEST

PROPERTY DIRECT
SINCE 1997

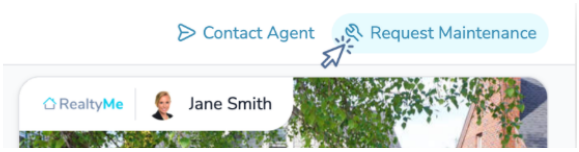
If you need to submit a request for maintenance at your home, to ensure your request is received, actioned and tracked, you will need to submit it via the Property Me app. Please follow the steps below.

property me tenant

1. Log in to the Property Me portal

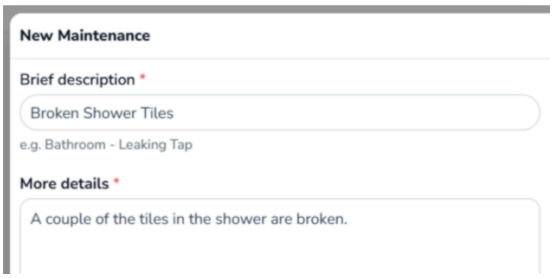
Log in to Property Me using the user name you have been provided with. If you need to be provided access, please contact us.

2. Click 'Request Maintenance' in the top right hand corner



3. Enter a summary and description of the request

Please provide as much information as possible including the room or item affected and the origin of the issue if known.



5. Click 'Select an image' or drag and drop an image to upload it against the job.

Take as many photos as possible that show the affected item / area of your maintenance request.



6. Follow your computer prompts to upload relevant photos then click Send.

A card will appear under Up Next with the maintenance request noted as Pending. You can log into Property Me to check for updates on the job on this card at any time.

