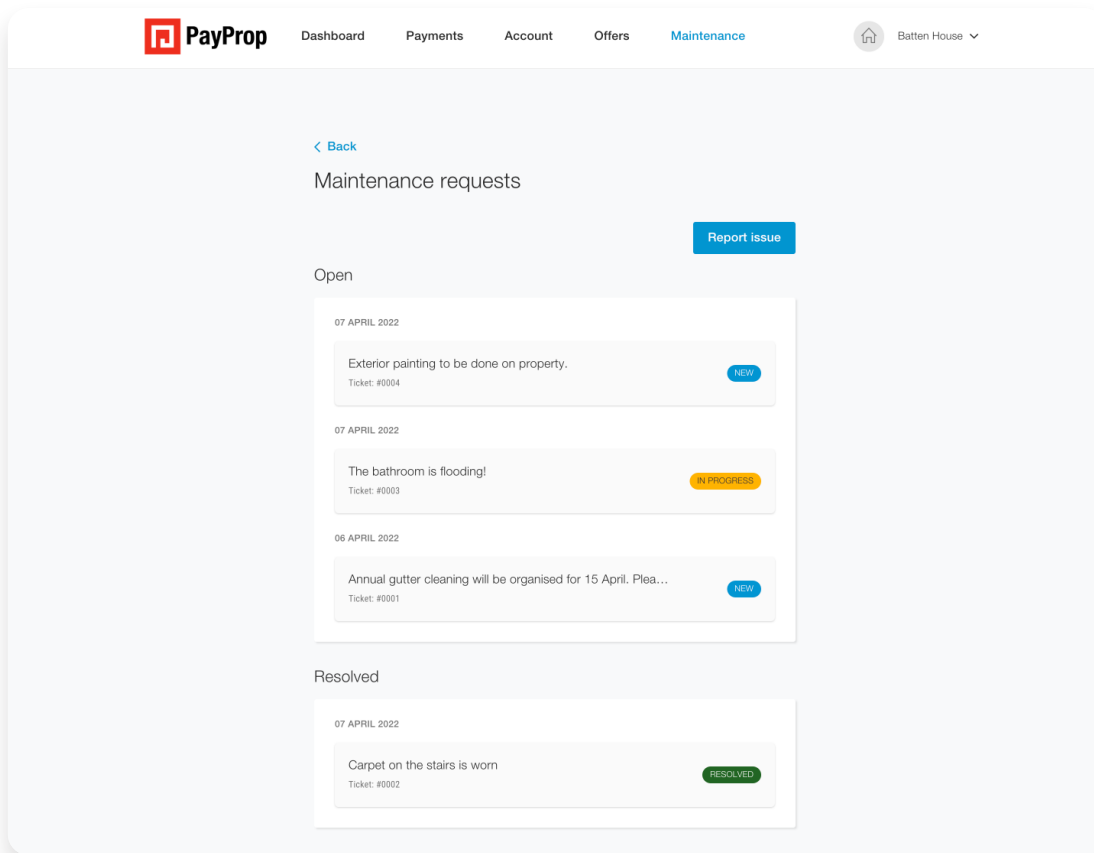


Tenant portal

When logged into you will see the Maintenance feature available at the top right of the page. From here you can create, update, and review tickets that will be shared with your letting agent.



To create a new ticket, the click 'Report issue'. Then, choose the type of issue from the dropdown and provide a description. Optionally, but recommended, you can upload up to six photos to illustrate the issue. If it's something that requires urgent attention, you can tick the 'Is this request an emergency' box.

Once the issue has been submitted, it will appear as 'new' in the Tenant Portals's maintenance list, and will be visible to your agent who will be able to reply and take action.

A screenshot of the 'Report issue' form. The title is 'Report issue'. The form contains: 1) A 'Type of issue' dropdown menu with the placeholder text 'Please choose an issue type'. 2) A section titled 'Please describe the issue' with the instruction 'Be as specific as possible' and a large text input area. 3) A '+ Add a photo' link with the subtext 'Only .jpg and .png files at 500mb or less, maximum 6 files'. 4) A section titled 'Is this request an emergency?' with a radio button for 'Yes' and the text 'It is making the tenancy of the property untenable'. 5) A blue 'Submit' button at the bottom.


Ticket details

From the maintenance tab of the Tenant Portal you can click the ticket number, or the description, to display all the details for the selected ticket. You can also post further updates, and images. Replied from the agent will appear under your own messages.


[← Back](#)


Ticket #0032

NEW

 **Miller, Sarah** 18 July 2022 3:25 pm

Repairs
Paint Peeling in bathroom



 **Miller, Sarah** 18 July 2022 3:27 pm

There is also a crack in the wall

Send a message to PayProp

[+ Add a photo](#)
Only .jpg and .png files at 500mb or less, maximum 6 files

Post

Sending a message

The messaging feature allows you to easily communicate with the agent regarding maintenance issues and keep all communication in a single place.

To send a message, add your text into the "Send a message" box, and hit Post. Messages must include text, photos are optional. Once a message has been sent, the agent will receive an e-mail notification, and the message will become visible to them.