



It is a policy of our office that general repairs must be advised in writing. Please log repairs & maintenance via your Tenant Portal, if you do not have email, please call into our office and complete a Repairs & Maintenance form.

How to use the online tenant portal? Follow the steps outlined below...

Open the following link in your web browser: <https://my.propertyme.com/sign-in>

1. Create an account using your current email registered with our office
2. Confirm your email address
3. Create a password
4. Log on to your portal

Simply click 'New Maintenance' in the top left hand corner to create new job. Your property manager will be notified and will confirm via email who will be attending and their contact de-tails.

Once your request has been processed you will receive an email confirming which Tradesperson has been allocated to your property. You will then be contacted by the tradesperson to arrange access.

***For any further information please contact our office on 02 4991 4000.***