

# HOW TO DO MAINTENANCE REQUEST

Each house is not perfect there may be times that you need to ask for some maintenance help, We can do that and make it easy for the tenant, owner and vendor.

Once you are approved as a tenant you will be invited to use Propertymeld. You will be receiving an email from us then you can create your own account. Please note that the email you used upon the application will be the same one to be used for Propertymeld.

First you need to tell us what is wrong with the house. You need to provide us with a Detailed Description of the problem. Please note that it is best if you can send us a photo or a video of the issue. So that the vendor would know exactly what is wrong/problem even before going to the house. This is to save time and for them to get the parts needed.

You may send us photos and video to other team members:

Abi Moren - [admin@pmielevation.com](mailto:admin@pmielevation.com)

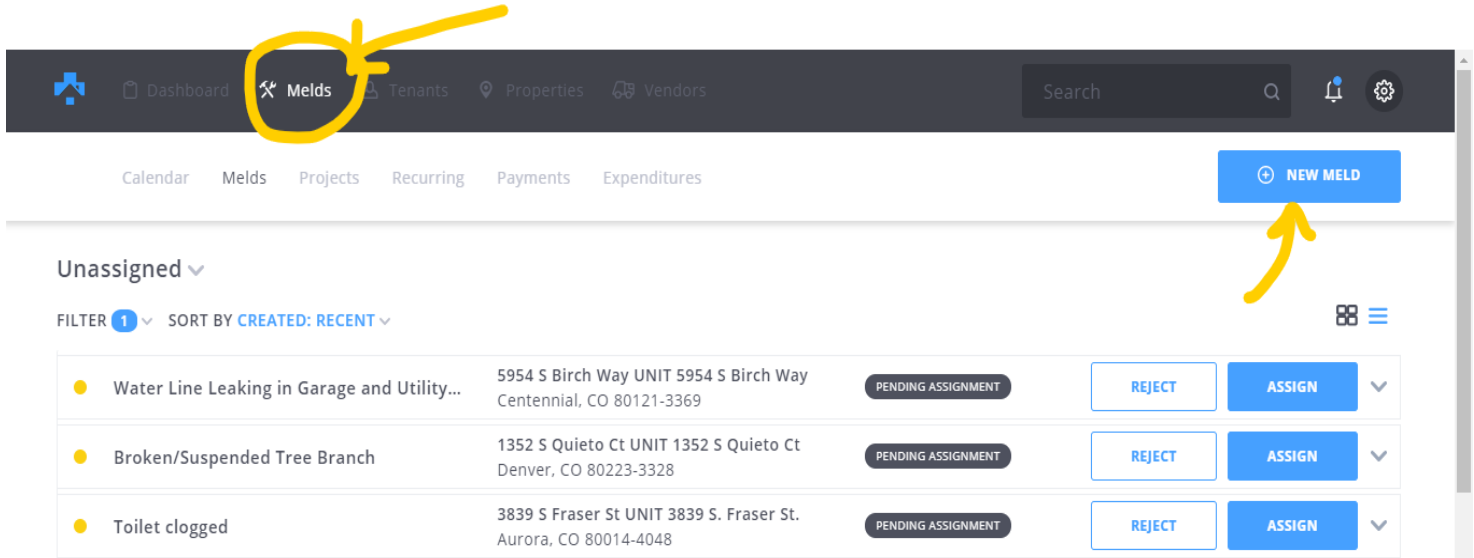
Eve Ortega - [eve@pmielevation.com](mailto:eve@pmielevation.com)

Once we have those pictures we will then have it assigned to our vendors. All our vendors are very professional and have licenced to do these tasks so you do not need to worry!

Stay in the Loop  
When the repair team is on the way, Property Meld will text you or email you. Increased transparency and accountability creates better results.

Let me give you an example of of how to create a meld ticket

1. Once you log in it will bring you to this page. Look for the tab that says MELDS with an icon of tools. Then on the right top corner , Click + NEW MELD



The screenshot shows the Propertymeld dashboard. The top navigation bar includes 'Dashboard', 'Melds', 'Tenants', 'Properties', and 'Vendors'. The 'Melds' tab is highlighted with a yellow circle and a yellow arrow. On the right side of the dashboard, there is a blue button labeled '+ NEW MELD' with a yellow arrow pointing to it. Below the navigation bar, there are tabs for 'Calendar', 'Melds', 'Projects', 'Recurring', 'Payments', and 'Expenditures'. The main content area shows a list of unassigned maintenance requests under the heading 'Unassigned'. The list includes filters and sorting options, and a table of three items:

Issue	Address	Status	Actions
Water Line Leaking in Garage and Utility...	5954 S Birch Way UNIT 5954 S Birch Way Centennial, CO 80121-3369	PENDING ASSIGNMENT	REJECT ASSIGN
Broken/Suspended Tree Branch	1352 S Quieto Ct UNIT 1352 S Quieto Ct Denver, CO 80223-3328	PENDING ASSIGNMENT	REJECT ASSIGN
Toilet clogged	3839 S Fraser St UNIT 3839 S. Fraser St. Aurora, CO 80014-4048	PENDING ASSIGNMENT	REJECT ASSIGN

2.

Then you just need to give us a Brief description of what is wrong with the unit. ( This will serve as the title)

The screenshot shows a web application interface for adding a 'Meld'. At the top, there is a dark navigation bar with icons for Dashboard, Melds, Tenants, Properties, and Vendors, along with a search bar and notification icons. Below this is a lighter navigation bar with links for Calendar, Melds, Projects, Recurring, Payments, and Expenditures. The main content area is titled 'Add Meld' and contains several form fields: 'Unit \*' (a dropdown menu), 'Brief Description \*' (a text input field), 'Priority \*' (a dropdown menu currently set to 'Low'), 'Location \*' (a text input field containing 'Kitchen, Master Bath, etc.'). At the bottom of the form is a 'Category \*' dropdown menu with the placeholder text 'Search categories'. A 'Support' button is visible in the bottom left corner of the form area.

You can change the Priority if it is an Emergency.

If you scroll down you can provide us a Detailed description of the meld.

Here is an example of a finished requested meld.

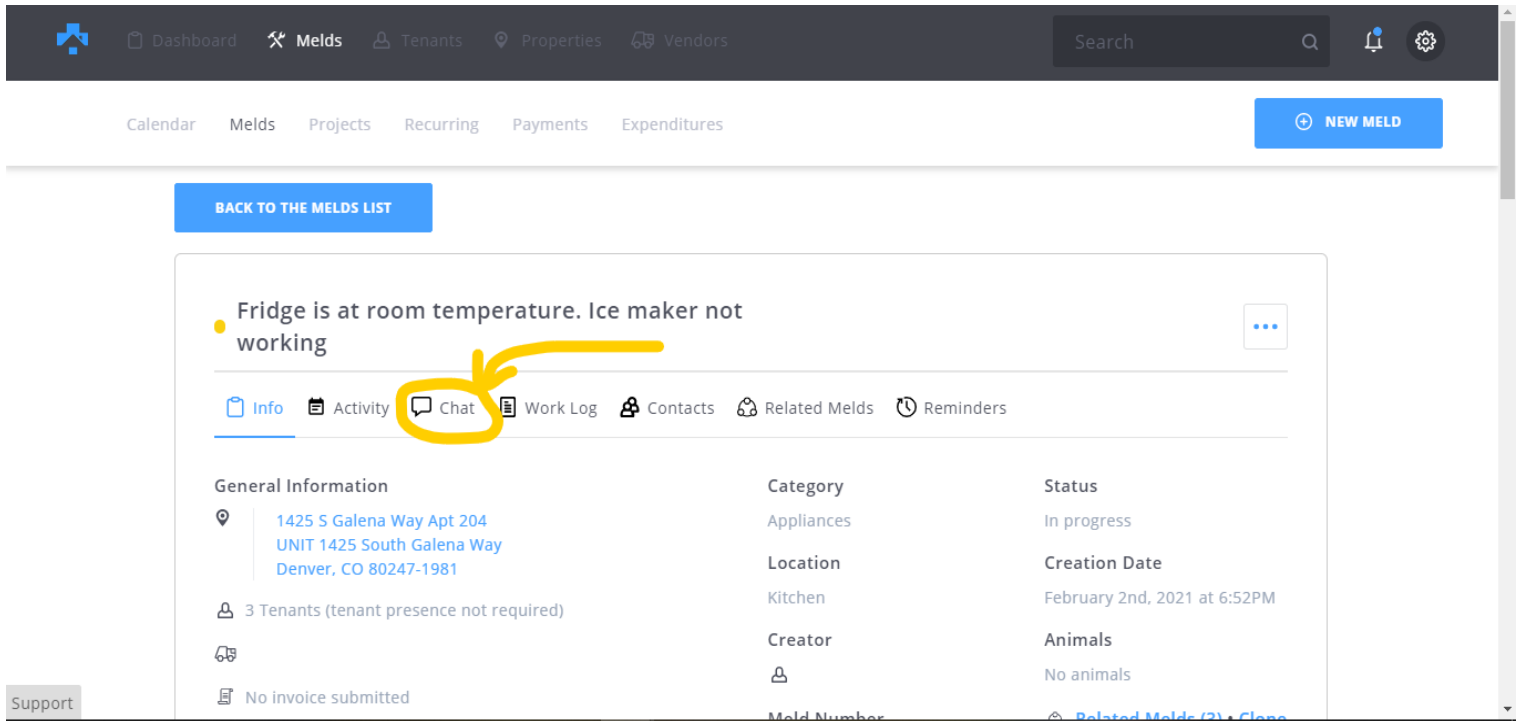
The screenshot displays a detailed view of a 'Meld' record. The title is 'Fridge is at room temperature. Ice maker not working'. Below the title is a navigation bar with tabs for Info, Activity, Chat, Work Log, Contacts, Related Melds, and Reminders. The 'Info' tab is selected. The record is organized into several sections: 'General Information' (address: 1425 S Galena Way Apt 204, UNIT 1425 South Galena Way, Denver, CO 80247-1981), 'Category' (Appliances), 'Location' (Kitchen), 'Creator' (represented by a person icon), 'Meld Number' (# T9Q243), 'Status' (In progress), 'Creation Date' (February 2nd, 2021 at 6:52PM), 'Animals' (No animals), and 'Project' (Create Project). There are also sections for 'Reminders' (Add reminder), 'Owner Approval' (Restart Approval), 'Meld Maintenance Notes' (No maintenance notes provided), and 'Unit Maintenance Notes' (Please contact tenant(s) to coordinate a time to complete this repair through Property Meld. There is a lockbox on the property that you may use to gain property entrance if the tenant approves. We require this approval to be through Property Meld communications so we can document the approval to enter without tenants being present).

3.

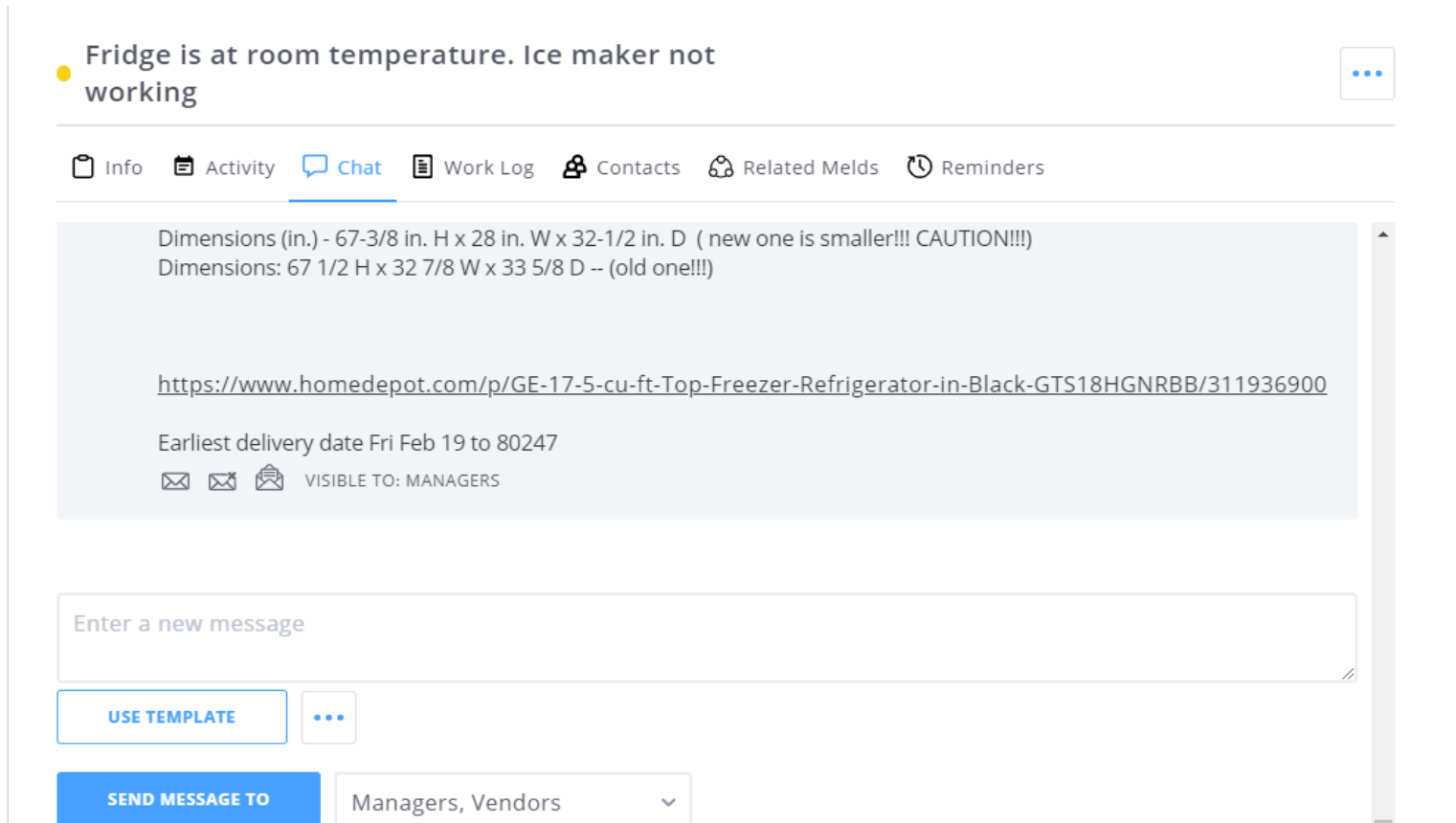
Once we received the meld. We will need to ask some photos or videos for us to send it to the Vendors.

4.

The vendor will then contact you either by phone or email to ask your availability for them to visit the property. You will be asked what date and time you prefer . You can either click the date and time you wanted.



Or if you are having problems with this, simply leave us a CHAT MSG and we will be the one to schedule it for you. It will look like this. So easy!



5.

Once the work order is done it will MARKED COMPLETED and we will ask for you to rate our vendor. To make sure we can improve for the next meld.