

Requesting Maintenance

Quick & easy repairs with our online form and Tapi










Submit a request

Visit your property manager's website where you will find a *maintenance request* form. It looks like this →

Whatever is broken in your home, go ahead and pick the issue so that we can start the repair process!

You have the option to upload photos, making it easy for your property manager and the tradesperson to understand exactly what's wrong.

Let's get it sorted. What kind of issue are we talking about? 1 / 5

 Appliance	 Electrical	 Plumbing	 Leak	 Glass
 Security	 Furniture	 Outdoors	 Other	

Follow the progress

Once you submitted your request, you will receive an email with a link to Tapi. Open it to see the current progress of your request anytime or use it to send a message to your property manager.

You'll receive another notification to remind you of the appointment with the tradesperson.

Request received

Hey Luke,

Thanks for submitting this maintenance request.

Next, a tradie will contact you to arrange a time for the repair.

If you'd like to check the status of your request, take a look at the issue report:

[View issue report](#)

Happy renting,
The Tapi Team

Review your tradie

How would you rate ABC Plumbing Ltd. on the quality of work?

★ ★ ★ ★ ★

Would you like to add a comment? (optional)

Be fair - this will be visible on Bob's Builders's profile.

Confirm the repair and give feedback

After the tradesperson has completed the job, you'll receive an email asking you to confirm the repairs. This way, we can make sure the quality of the work stays at a high standard.

That's it!
Try it whenever you need maintenance at your rental - it's easy as.