

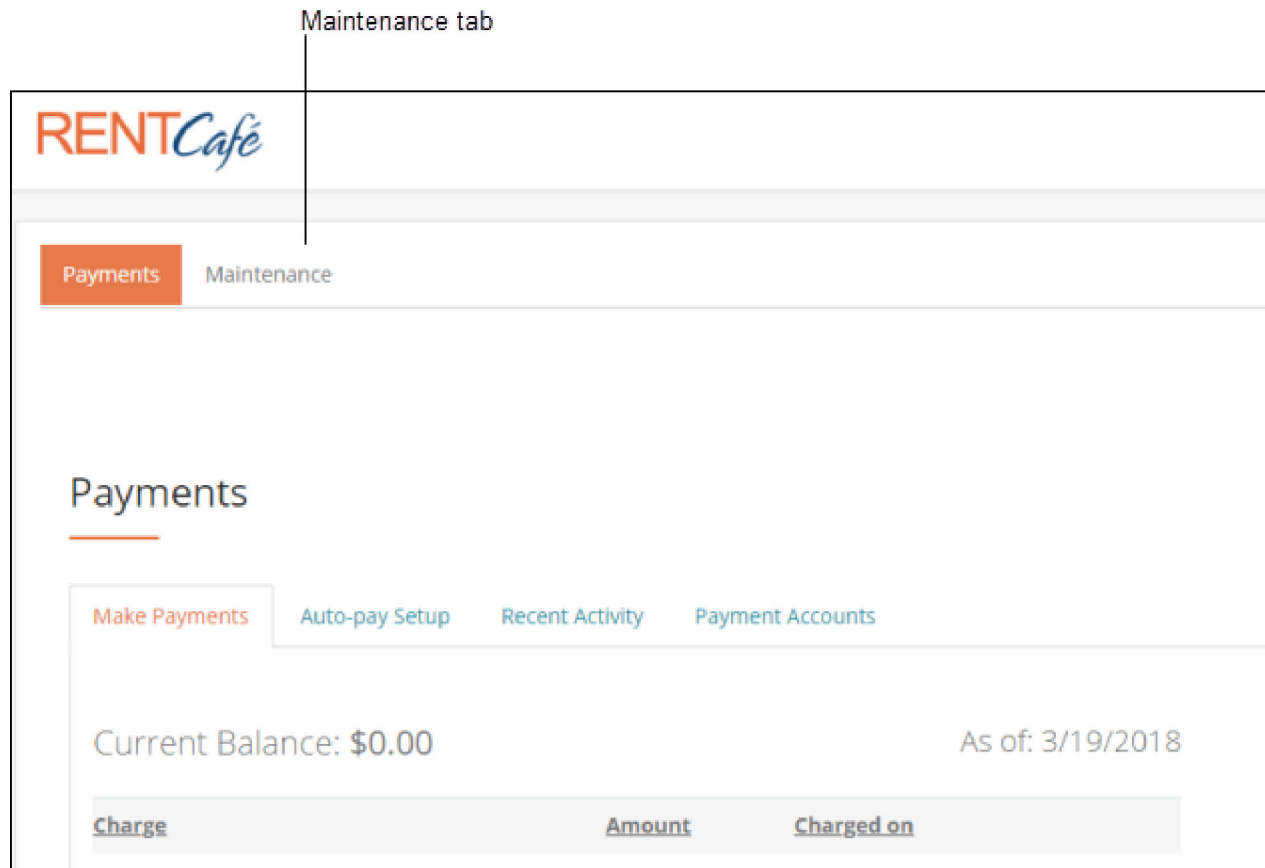
How do tenants enter maintenance requests on RentCafe?

This article is intended for property managers; its purpose is to help you answer questions you might receive from tenants. To do this, we show the process from the tenant's perspective.

To enter a maintenance request

Log into RentCafe. (For questions about logging in, see [How do tenants log into RentCafe?](#))

On the home page, click the **Maintenance** tab.



The **Maintenance Request** form appears.

Maintenance Request

Submit Maintenance Request Request History

Priority* High

Category* Plumbing

Sub Category

Full Description* The hot water heater is leaking.
1467 characters remaining

Access Instructions Use the front door.

Permission to Enter* Yes

Attachment *i* Choose File No file chosen

SUBMIT

Complete the form and click **Submit**.

After the request is saved, the **Request History** tab appears.

Maintenance Request

Submit Maintenance Request **Request History**

My Requests already on file.

10 records per page

Request #	Requested	Category	Description	Status	Date Completed
4	3/19/2018	Plumbing	The hot water heater is leaking.	Web	

Showing 1 to 1 of 1 entries

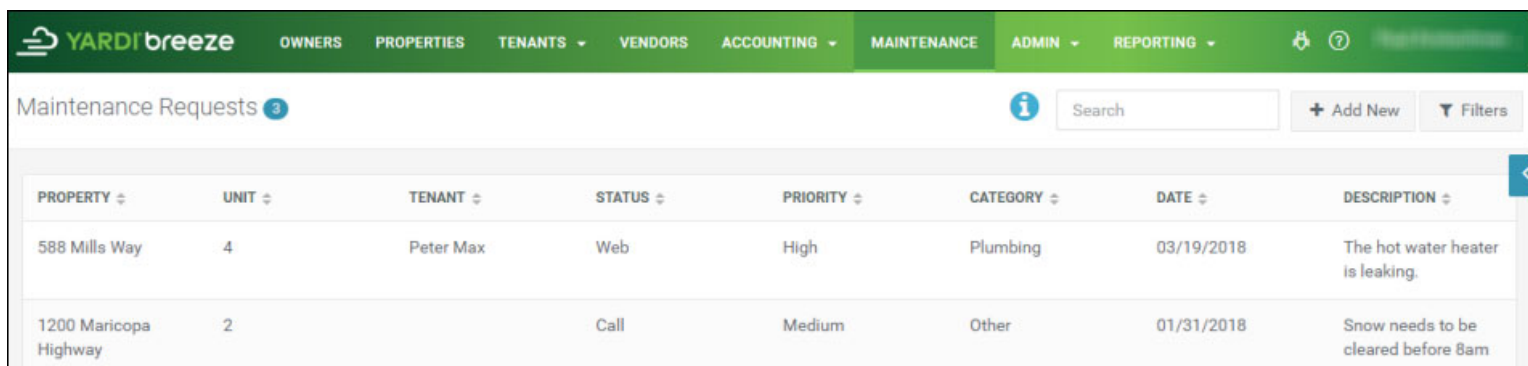
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This tab displays a list of your maintenance requests.

If the work has been done, the status is **Work Completed** and the **Date Completed** field is filled in.

Maintenance Requests in Breeze

When a tenant submits a request, it is visible in Breeze, under **Maintenance**.



PROPERTY	UNIT	TENANT	STATUS	PRIORITY	CATEGORY	DATE	DESCRIPTION
588 Mills Way	4	Peter Max	Web	High	Plumbing	03/19/2018	The hot water heater is leaking.
1200 Maricopa Highway	2		Call	Medium	Other	01/31/2018	Snow needs to be cleared before 8am

For more information, see the following:

- [How do I track the status of a maintenance request?](#)