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How to Make Maintenance Requests Through the Tenant Portal

Report issues with your rental through the tenant portal by making maintenance requests.



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Updated over 7 months ago

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Overview

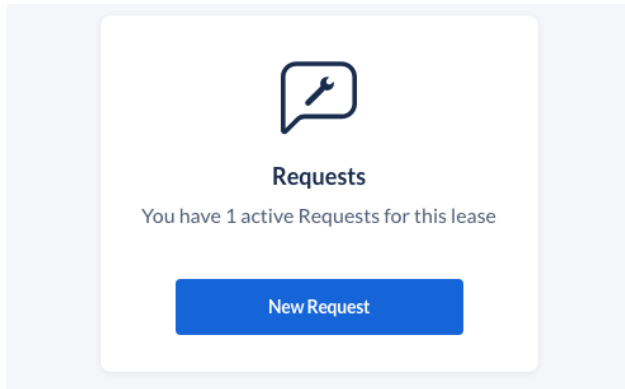
The **Requests** tab is where you can make Tenant Requests (aka Maintenance Requests) and also view the status of previous requests. For example, if you need something fixed in your unit, you can make that request here and view the progress of each request. This is a convenient way to contact your property manager and have a record of pending requests made.

Note: This feature is only available if your property manager has made this available to you.

The Steps

Creating a New Request

1. You can create a new maintenance request by clicking the **New Request** button on your home page. Just scroll down, and you should see the button.



2. On the **New Request** window, you will need to enter the following information:

NEW REQUEST



Have a broken pipe or something maintenance related? File a request here and we'll get to it as soon as possible. Call us now!

What is this request about?

Request Type *

General

Maintenance Type *

Subject *

Please provide a detailed description of your request:

Description

Access to property

☒

Enable the toggle to permit entering the property on behalf of the tenant

Please provide instructions on how to access your property

0/10000 characters

Files and Documents

Any photos / files related to this request?

 Drag files or [Click here](#) to upload

jpg, png, mp4, doc, docx, pdf, xlsx, xls, no larger than 50 MB.

Cancel

Save

- **Request Type** - Select **General** or **Maintenance**. If you select **Maintenance**, please also select a **Maintenance Type**. This will give your property manager more detailed information.
- **Subject** - Enter the subject of what the request is for.

- **Description** - Enter a detailed description of your request so the property manager can better understand your issue.
- **Access to Property** - Let the property manager know if they'll need access to your property. If yes, enter instructions.
- **Files and Documents** - You can also upload photos to your Requests in case you want to document specific issues you are having.

3. Click **Save** when you're done.

Important: If you create a request by accident or change your mind, you can delete your request, however, once your request has been viewed by the property manager and updated, it can no longer be deleted.

Receiving a Request Update

Sometimes, your property manager may reply back to one of your requests with updates. In these instances, you may receive an email stating that your request was updated. From the email, you can click the green button to open the tenant portal and view the update.

VIEW OPEN REQUEST

Request Subject

There is something wrong with my sink

Request Details

The water that is coming out has a funny smell and color

Activity Feed

Write a comment

Property Manager updated this Request

"we worked on your sink"

🕒 12/27/2023 12:53 PM

You can also go directly to the **Tenant Portal** yourself and go to the **Requests** tab. Click your currently active request and you can view any updates or messages your property manager may have left you.

These updates can also be replied to by you. You'll see a comments section in the **Activity Feed** with the ability to **Write a Comment**. Just type in your reply and click **Submit**.

Completed Requests

When a **Request** has been completed by your property manager, it will disappear from your **Tenant Portal**. Your **Requests** page will show **No Active Requests**. Same for the home screen.

Note: You cannot make a maintenance request using the blue chat bubble. The support chat is only used for technical support in relation to the software. Please make all maintenance requests using the request feature.

Did this answer your question?



Company

Resources

DoorLoop

Contact Us

Hubs

Pricing

DoorLoop
University

Calculators

Integrations

Referral Program

Checklists

Awards

Become an
Affiliate

Directory

Definitions

Laws

Forms

Associations

