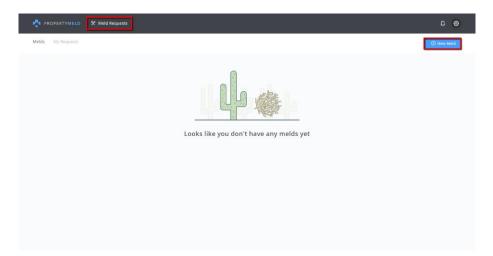
How to Submit a Meld (Maintenance Work Order)

Website: https://app.propertymeld.com/login/?next=/

Step 1: Click Meld Requests and click New Meld.



Step 2a: If your Property Manager has provided Emergency handling instructions, those instructions are displayed at the top of the New Meld. If necessary, click the highlighted section: **If this is an emergency, please click here**.

interview 🛠 Meld Requests			Ф ©
	Melds		
() If this is an emergency, please <u>click here</u> .			
		New Meld	
		Tell us about your Meld request.	
		Brief Description (ex. Sink is leaking) *	
		Detailed Description (optional)	
		Address *	
		1115 Kings Road UNIT 102	
		is this related to a past Meld? •	
		Yes 🕘 No	
		Category *	
		Search categories -	
		Area/Room (ex. Kitchen, Roof) *	
		Do you have pets? *	

Step 2b: Emergency contact information will be displayed. *The Emergency contact information is provided by your property manager.*

A PROPERTYMELD	Logout
Emergency contact information for ACME Property Management:	
ACME Property Management Emergency call line AFTER HOURS is (866) 228 8688	
Emergency services are fire, roof leak, flooding, sewage problem, gas odors, broken water pipes, electrical sparking, or furnace not operation.	

Step 3: Enter your maintenance request information with the following guidance.

NOTE: Asterisks * mean that the field is *required*.

- Brief description * (Required) This is the title of the Meld displayed to the Property Manager.
- **Detailed Description** (optional) Additional details visible to the Property Manager or Maintenance Technician (if applicable).
- Address * (Required) Displays your Unit address. Your Unit will automatically populate this field.
- **Related to a past meld?** * (Required Yes/No) If this maintenance request is related to a past Meld, click 'Yes' and those Meld titles will be available in the dropdown list to select.
- **Category** * (Required) The category that this issue falls under (e.g. Appliances, Electrical, Heating/AC, etc.).
- Area/ Room (ex. Kitchen, Roof) * (Required) The area of your residence where maintenance will be taking place.
- **Do you have Pets?** (Required) Check **Yes** if you have any.
 - If Yes You are required to let your Property Manager know what kind of pets you have.

Click Next.

Melds		
If this is an emergency, please <u>click here</u> .		
	New Meld	
	Tell us about your Meld request.	
	Brief Description (ex. Sink is leaking) *	
	Detailed Description (optional)	
	Address *	
	1115 Kings Road UNIT 102	
	Is this related to a past Meld? *	
	Ves No	
	Category *	
	Search categories	
	Area/Room (ex. Kitchen, Roof) *	
	Do you have pels? *	
	Next Cancel	

Step 4a: If you do not need to be present during the maintenance, click CREATE.

n 🕺 🛠 Meld Requests		ф ф
Melds		
If this is an energency, please <u>clickhere</u> .		
	New Meld	
	Do you want to be present when maintenance arrives?	
	🔿 Yes 💿 No	
	Back: Edit Details Create Cancel	

Step 4b: If you need to be present during the maintenance, click **YES.** You will then need to select a minimum of 5 appointment windows where you are available.

NOTE: You can click the arrows surrounding the date beneath 'TODAY' to select appointment windows on different dates.

🕺 🛠 Meld Requests							0 0
	Melds						
his is an emergency, please (click here.						
		New	/ Meld				
		Do you	want to be present when main	tenance arrives?			
			PS No				
		your s	e provide 5 or more available elected appointment windo	e appointment windows ws. If possible they will s	below. Maintenance will re elect one. If not, they will r	low quest	
		more	availability from you.				
				TODAY			
			Tuesday Feb 18th	Wednesday Feb 19th	Thursday Feb 20th		
			BER AM	800 AM 10:00 AM	E OD AM V		
			10390 AM	10:00 AM	10:00 AM 🗸		
			12.00 PM 2:00 PM	12:00 PM 🗸	12:00 PM 🖌		
			2:00 PM	2.00 FM 🗸	2:00 PM 🗸		
			4:00 PM 🗸	600 7M 🗸	4:00 FM 🖌		
			6:00 PM	5.00 FM 🗸	6.00 PM 🗸		
				_			
		Ba	ck: Edit Details Crea	te Cancel			

Click CREATE.

IMPORTANT: This is NOT a guaranteed appointment time. You are simply providing your availability to the Vendor/Maintenance technician. If none of the appointment windows that you've provided will work for them, they can reply with additional time windows for you to choose from until an agreement has been reached.

Step 5:

Now that your Meld has been submitted, you can click:

- Upload Pictures will take you to the Info tab within the Meld where you can upload pictures towards the bottom of the screen.
- Chat will take you to the Chat tab where you can send messages to your Property Manager or the Vendor/Maintenance Technician assigned to your Meld.
- Update your notifications will take you to your Account Settings where you can manage your text/email notification preferences
- Edit will take you back to the Meld form if you need to make changes. This cannot be done once the Meld has been assigned to a Vendor/Maintenance Technician by your Property Manager.
- **request cancelation** will allow you to submit a request to cancel your Meld. You will need to provide a reason why if this is selected.

Melds			
	Successful Meld Request		
	Your Meld request has been submitted and is now awaiting approval! What's Next? Mantenance will be assigned and they will work with your schedule to complete the Meld. You can also Upload pictures Chat with your Property Manager Update your northfrations to get instant alerts Edit this Meld request. I don't want this Meld, request cancelation	Your requested appointment times Thu, Oct 17 12:00 PM - 2:00 PM Thu, Oct 17 4:00 PM - 6:00 PM Sit, Oct 19 12:00 PM - 6:00 PM 5:00 CM - 7:00 PM 12:00 PM - 2:00 PM Fri, Oct 18 10:00 AM - 10:00 AM	