



## Reporting Maintenance

### Step 1: Log in to PropertyFile

1. Open your web browser and go to [PropertyFile](https://rightplaceproperty.propertyfile.co.uk/).  
<https://rightplaceproperty.propertyfile.co.uk/>
2. Login.

### Step 2: Report the Maintenance Issue

1. Find and select the **Report An Issue** button.  
button.



2. Complete the form; give as much detail as possible and attach photo if it helps show the problem.

3. Check the detail and **Confirm & Send**

### Step 3: Track Your Request

1. After submitting, you should receive a confirmation message or email.

2. You can monitor progress in the **Maintenance Requests** section on your PropertyFile dashboard.

The 'Status' will be given as.

**Pending** The work is either new and we are looking for a contractor or it is on hold.

**Sending** A contractor has been appointed to provide a quote.

**Approved** The landlord has approved the quote and a contractor has been given a work order.