

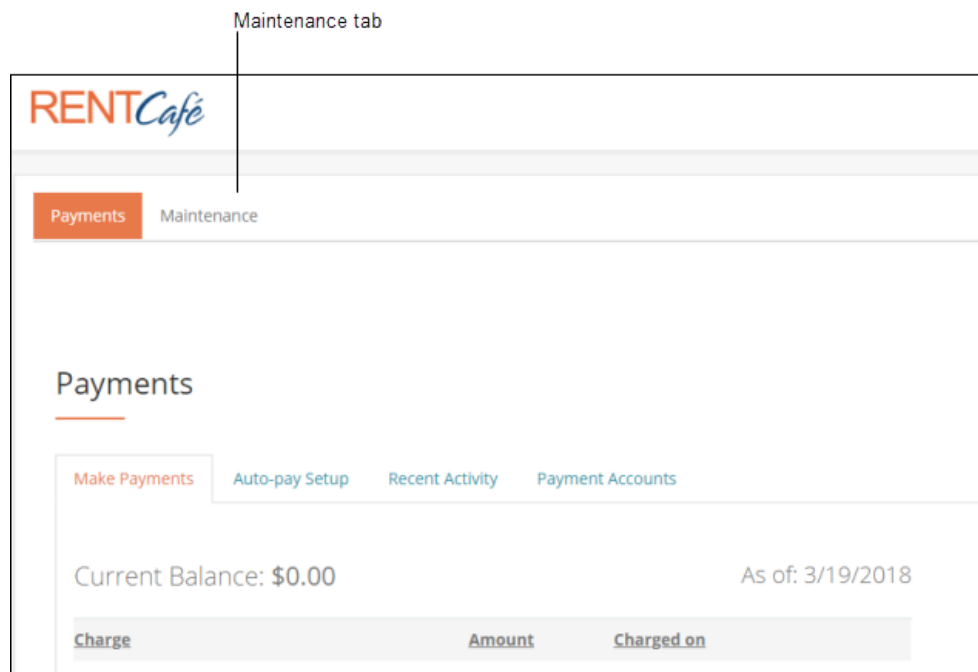
How do tenants enter maintenance requests on RENTCafé?

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

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



The **Maintenance Request** form appears.

The screenshot shows the 'Maintenance Request' form. At the top left is the title 'Maintenance Request'. Below it are two tabs: 'Submit Maintenance Request' (highlighted in orange) and 'Request History'. The form contains several fields: 'Priority*' is a dropdown menu set to 'High'; 'Category*' is a dropdown menu set to 'Plumbing'; 'Sub Category' is an empty dropdown menu; 'Full Description*' is a text area containing 'The hot water heater is leaking.' with a character count of '1467 characters remaining'; 'Access Instructions' is a text area containing 'Use the front door.'; 'Permission to Enter*' is a dropdown menu set to 'Yes'; and 'Attachment' is a file upload field with a 'Choose File' button and the text 'No file chosen'. At the bottom of the form is a green 'SUBMIT' button.

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**.

YARDI breeze OWNERS PROPERTIES TENANTS VENDORS ACCOUNTING MAINTENANCE ADMIN REPORTING

Maintenance Requests 3

Search + Add New Filters

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?](#)