

REDRABBIT MAINTENANCE REQUEST STEPS

Maintenance tickets can be logged using the following link:

<https://evergreen.redrabbit.app/maintenance>

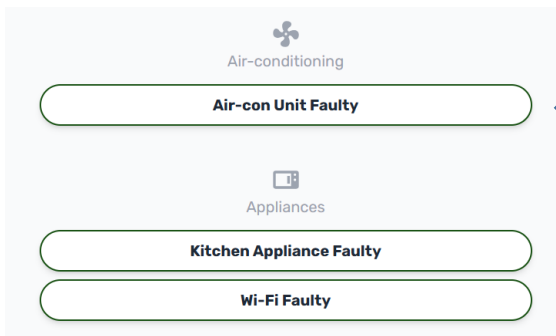
FOR ALL EMERGENCIES CALL RECEPTION (water leaks, power outage etc.) and then load the request via the form.

Step 1: Click on the provided link. The link will take you to a landing page where you can capture your maintenance request.

Step 2: Take note of important aspects.

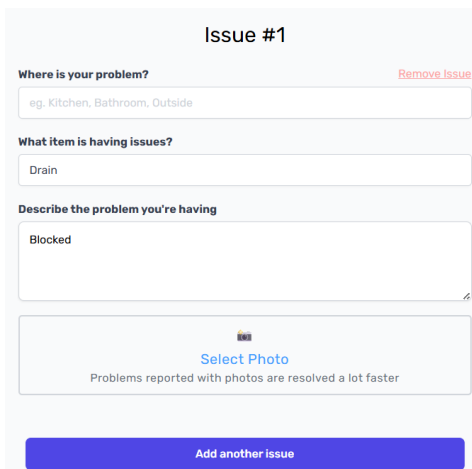
1. **"Upload a photo"** – Attach at least one photo for each maintenance problem reported.
2. Report multiple requests – You can report more than one maintenance issue using the **"Add another issue"** tab.
3. Under **"Reference"** add your village name, eg. Bergvliet, Noordhoek etc.
4. Under **"Address"** - Start with "House" or "Apartment", followed by your unit number.
5. Finish off by adding your "Contact Details".

Step 3: Start by selecting your referred problem from the list on the landing page



Select your related request from the various options in the list on the landing page

Step 4: After selecting your maintenance request from the list in step 3. Fill in the details on the issue section to capture your request. Please add as much details as possible to stream line the allocation of your request.



Indicate where your problem is; Second Bathroom, Main bedroom, Garage, etc.

Indicate what item is affected; Toilet, wall, garage door, aircon, etc.

Give details on your issue: Toilet blocked and water overflowing, damp on walls, garage door making noise, etc.

Please upload images related to your request, this will stream line the allocation of the ticket

If you have more than one issue, click on add another issue and restart the process as indicated above

Step 5: Fill in your details.

Contact Details

Reference

RENT233926

Address

25 Plain Street

Name and Surname

Jean Bishop

Email

you@example.com

Mobile

eg. 0821114567

Comments (Optional)

Anything else you want to share? Specific time we can contact you?

Under "Reference" add your abbreviated village name, **e.g. BA, BV, DR, LM, MZB, NH, ST, VDV**

Under "Address" - Start with "House" or "Apartment", followed by your unit number.

Step 6: Click on the green Submit tab to load your request.

Submit

The request will be captured and sent to the village team. Your request will in return be allocated to a maintenance team for repair and or action. Please note the ticket system works on an emergency and first come first service basis.

You can use your MR number that is emailed to you, to track and follow up on the status of your request.