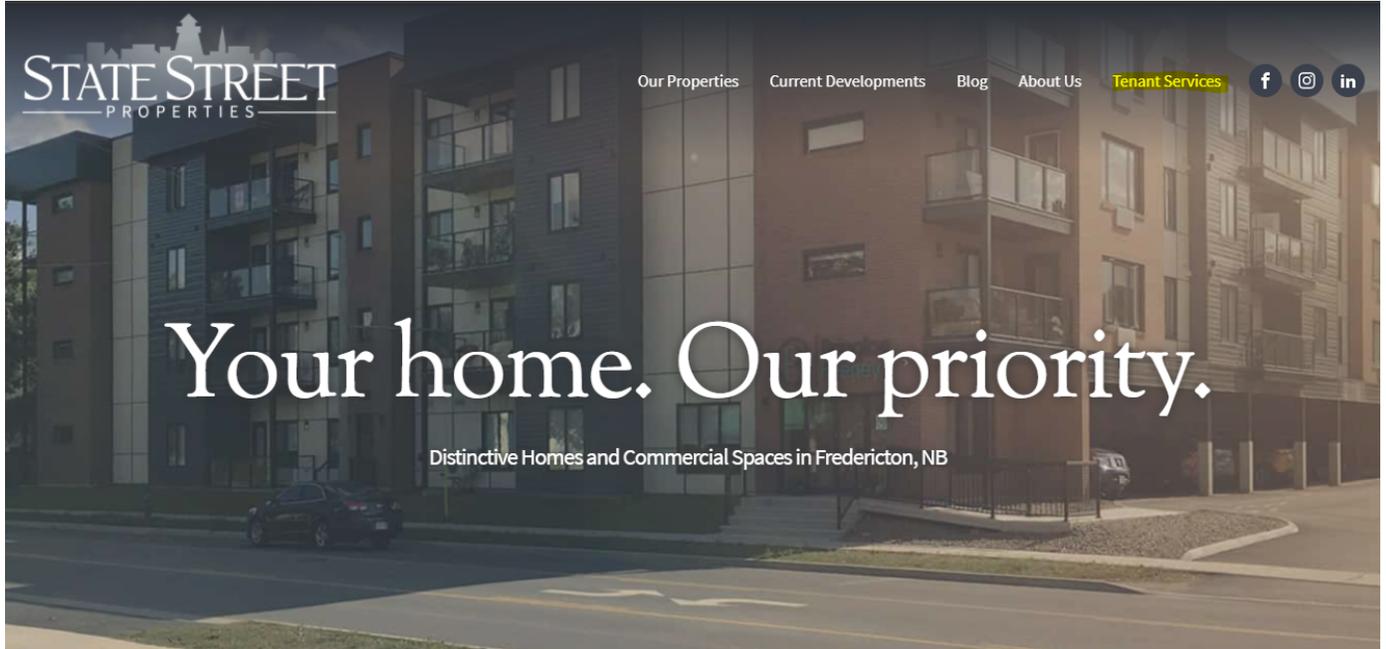


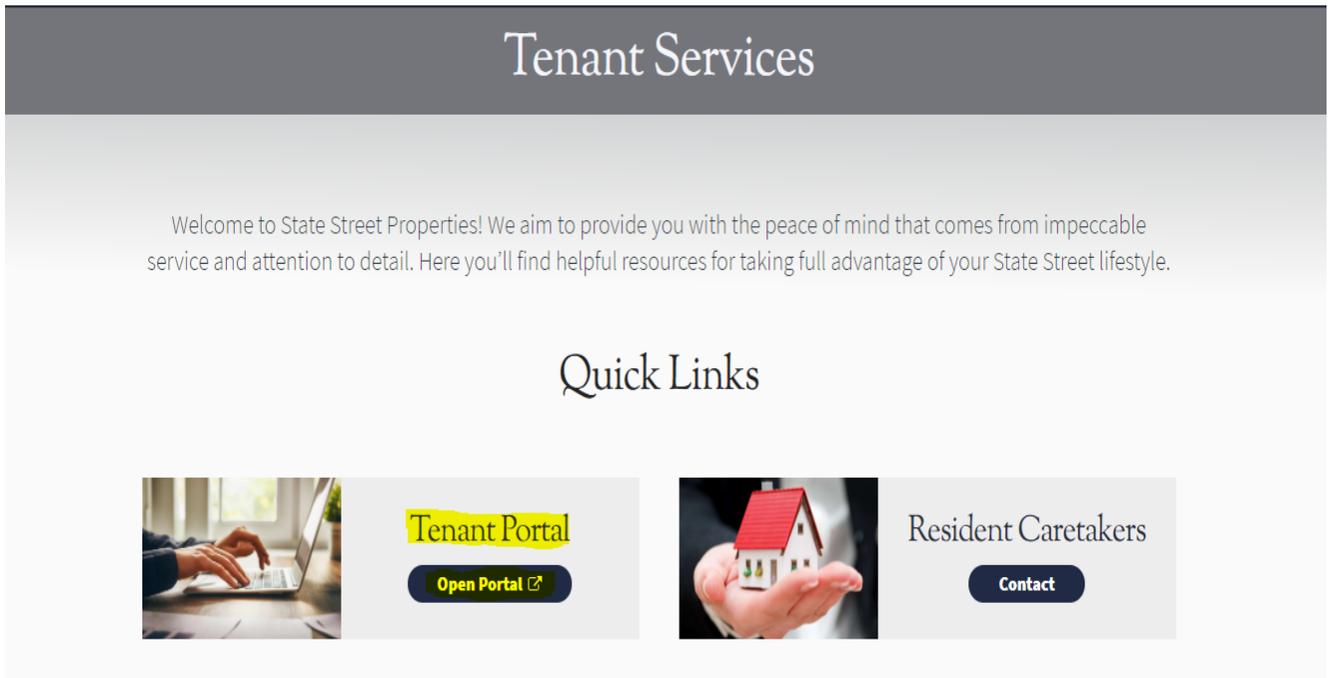
How to send a Maintenance Request using the Tenant Portal:

Visit [www.statestreetproperties.ca](http://www.statestreetproperties.ca)

Find Tenant Services on the top, left of the menu bar, and click. Shown here:



Click the Tenant Portal button. Shown here:



The Portal looks like this, enter your email address and password if you have already created an account. If you have not created an account; click [sign up](#), indicated by the lower arrow.

The screenshot shows the 'TENANT WEBACCESS' login page. At the top, it says 'STATE STREET PROPERTIES' with a city skyline logo. Below that is a welcome message: 'Welcome to State Street Properties'. The main content is a white login box with the following fields and options:

- TENANT WEBACCESS**
- Email Address:
- Password:
- Forgot password?  Remember me
- Login button
- Don't have an account? [Sign up](#)

When creating an account for the Portal you will require your account number. This can be found on the Welcome Letter you received during your Move In. Please call the office if you need help finding your account number.

Once you have logged in, find the **Maintenance Issues** tab here:

The screenshot shows the tenant portal dashboard. At the top, it says 'STATE STREET PROPERTIES' with a city skyline logo. Below that is a navigation menu with the following items: Dashboard, Transactions, **Maintenance Issues**, and Leases. The 'Dashboard' tab is selected, and an arrow points to it. The dashboard content includes:

- Welcome,**  
Wednesday, June 16th, 2021  
835 Churchill Row
- Unit:
- Manager: Eastern Developments Ltd.
- Phone: 454-7877
- Address: 835 Churchill Row Fredericton, NB E3B 1R1

Charges	
Open Charges	\$0.00
Open Credits	\$0.00
Balance Due	\$0.00

Leases			
Unit	Start	End	Orig Start
835-8	09/01/19		09/01/19

© 2021

On this page, you will be able to see the history of requests that you have submitted through the portal.

Click here to add a Maintenance Issue: This is for Non-Urgent Issues only!

The screenshot displays the 'Maintenance Issues' page for State Street Properties. At the top, the company logo is centered. Below it, a navigation bar includes links for 'Dashboard', 'Transactions', 'Maintenance Issues', and 'Leases'. The page title 'Maintenance Issues' is shown in a blue header. The main content area contains a search and filter section with fields for 'Open/Closed' (set to 'Open And Closed'), 'From Date' (6/16/2020), and 'To Date' (6/16/2021). A blue button labeled 'Add Maintenance Issue' is highlighted with a white arrow. Below the search fields is a table with columns for '#', 'Date', 'Closed', 'Status', 'Subject', and 'Description'. One entry is visible with ID 20786, dated 6/15/2021 9:45 AM, marked as closed, with the subject 'Faucet dripping, or other issue' and description 'System test - with photo'. The page footer shows 'Showing 1 to 1 of 1 entries' and '© 2021'.

- Stop and read the description - 1
- Select an issue from the drop-down menu - 2
- Enter a description of the maintenance issue - 3  
**remember to indicate permission to enter your apartment or townhouse if you are not at home, this will decrease our response time.**
- Attach photos if you prefer, click Add Attachment -(optional)

Hello, This service is for Non-Emergency Issues only, as described below. For urgent issues please call the office 506-454-7877 or your Resident Caretaker if this is after hours. Thank you. \*\*\*\*\* Please indicate in the description whether we have permission to enter if you are not at home, this will speed our response time. \*\*\*\*\*

**Open Date**  
6/16/21 9:45 AM

**Subject**  
Plugged or slow drain in a sink, or bathtub

**Description**

Add Attachment

Add Maintenance Issue

Cancel

When you are finished, click Add Maintenance Issue - 4.

You will now see the submitted Maintenance Issue in your list.

You may log in to your account and check the status of your request at any time.