Centuria Information Guide for Tenancy

For any tenancy related inquiries:

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For any queries regarding the use of MyBuildings portal, or any Facility and Property related items.

Property Services	call: 1300 450 950

Centuria Tenant Portal User Guide

Welcome to your dedicated Tenant Portal Information Page!

The Centuria Tenant Portal is a clean interface, powered by MyBuildings. This is Centuria's new full administration and service environment, enabling creation and generation of your tenant related requests for services and works to your leased premises and/or issues you identify with the property more generally.

It comes with a host of new features and processes to streamline your work items under one environment. The key impact of this portal is the contactless requests regarding service delivery. The portal is enabled to see in real time where the procurement of work is up to, including closing out work requests, such as but not limited to:

- Air Conditioning
  - Comfort adjustments (too hot, too cold)
  - Air Conditioning leakage
  - Air Conditioning equipment down time
- Cleaning
  - Common Restroom cleaning / bad smell
  - Rubbish removal
  - Spillage
  - Graffiti
- Electrical
  - Blinking / busted lighting
  - Power supply issues
- Lift
  - Suspended or equipment breakdown or person trapped
  - Ventilation / lighting concerns
- Access
  - Break and enter of property premises
  - Security Pass access (new or lost)
- Parking
  - Booking of parking slot
  - Moving of booked parking slot
  - Boom access
  - New car unit access
- General Services
  - Lock and keys
  - Plumbing concerns

To support and improve your experiences further, we have also put in place our Tenant Helpdesk team – so you can call the team to raise tickets on your behalf and get help via telephone – yes real people via 1300 450 950 that is available to answer your calls 24/7.

1300 450 950 Call Options:

"Press 1" refers to Property Services Team where you can raise inquiries such as but not limited to:

- o Tenant Access to MyBuildings
- o Service Requests – if you are not able to raise the Work Request to MyBuildings, Property Services can raise it on your behalf
- o Inquiries related to technical concerns
- o Car parking concerns
- o Follow-up
- o Escalations

**"Press 2"** refers to Property Accounts Team where you can raise inquiries such as but not limited to:

- o Rental Invoice
- o Sundry Charge
- o Lease concerns

Note: If you have lost or misplaced your Login Credentials, please contact Property Services at 1300 450 950

How to Raise a Work Request

1. On your Tenant Portal page, look for **"Work Requests"** and click on **"Submit New Work Request"**
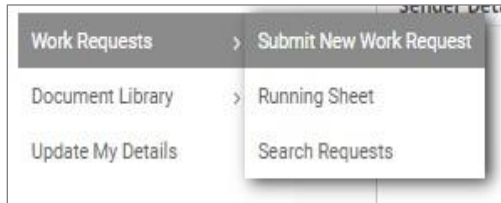
2. **New Work Request Page looks like below**:

Required Fields must be filled up for the Work Request to be created.

SENDER DETAILS

- **Tenancy** – choose the relevant Region/State and Property Name.

  - It will also prompt you to choose if the work is for Base Building or a Tenancy

  - If the work is for a tenant, it will prompt you to choose the Tenancy Name and Tenancy Contact Name

- **Contact Name** – must be the name of the property's Primary FM

- **Contact Phone** – must be the contact number of the property's Primary FM, *this auto-populates when the Primary FM is chosen*

- **Contact Email** – must be the email address of the property's Primary FM, *this auto-populates when the Primary FM is chosen*

There is also a tick box where you can control if the Work Request that you are creating must send a confirmation to Primary FM's email address. This must not be ticked as suggested so the Primary FM is aware of the works being created on their behalf.

JOB DETAILS

- **Tenancy** – choose the relevant Category

  - Common Areas – for Base Building related Works

  - Tenancy Works – for Tenancy related Works

- **Type –** type of work such as but not limited to:

Access Card	Airconditioning	Blinds
BMS	Car Park	Cleaning
Consultants	Cooling Towers	Defect
Doors	Electrical	Electrical – Lighting/Tubes
Emergency & Exit Lights	Fire Services	Floor Coverings
Gardening / Landscaping	General Maintenance	Glazing
Hygiene Services	Lamps and Tubes	Lifts & Escalators
Marketing	Office Equipment / Supplies	Other
PA/Background Music	Pest Control	Plumbing
Security & Security Systems	Signage & Directory Board	Tenant Kitchen Area
Toilets		

When Type is chosen, it will prompt you to choose a sub-type which is a more specific identifier for the required works such as but not limited to:

- *Airconditioning* > Comfort Complaint
- *Cleaning* > Bad Smell
- *General Maintenance* > Locks & Keys

- **Exact Location –** not required but suggested to be filled-up to help the FM identify the exact location to which the work is requested for.

- **Person Affected –** not required but suggested to be filled-up to help the FM understand how small or big the impact of the concern is and to identify the urgency.

- **Nexus Notes –** not required, suggested only to be filled-up if there were any specific payment instructions you would like the Accounts Payable Team to be aware of

- **Details –** complete work details and scope instruction to Vendor must be indicated.

- **Priority –** identifier of urgency

- **Expected Date of Completion** – to help the vendor understand the required completion of the request.

Note: It is the FM's responsibility to update the status of Work Request up to completion.