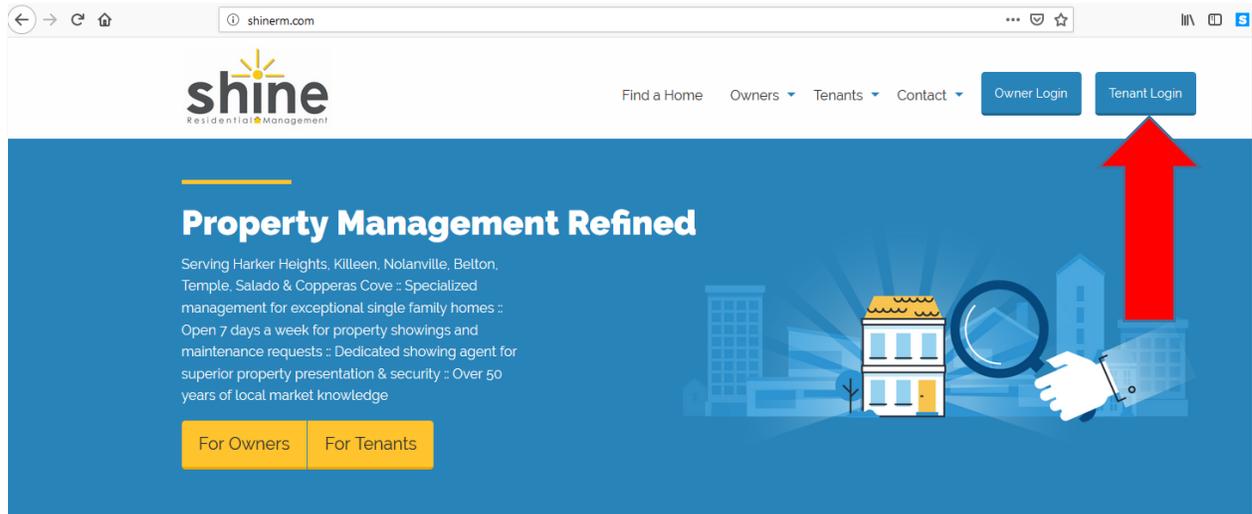


How to Submit a Repair Request

05/16/19

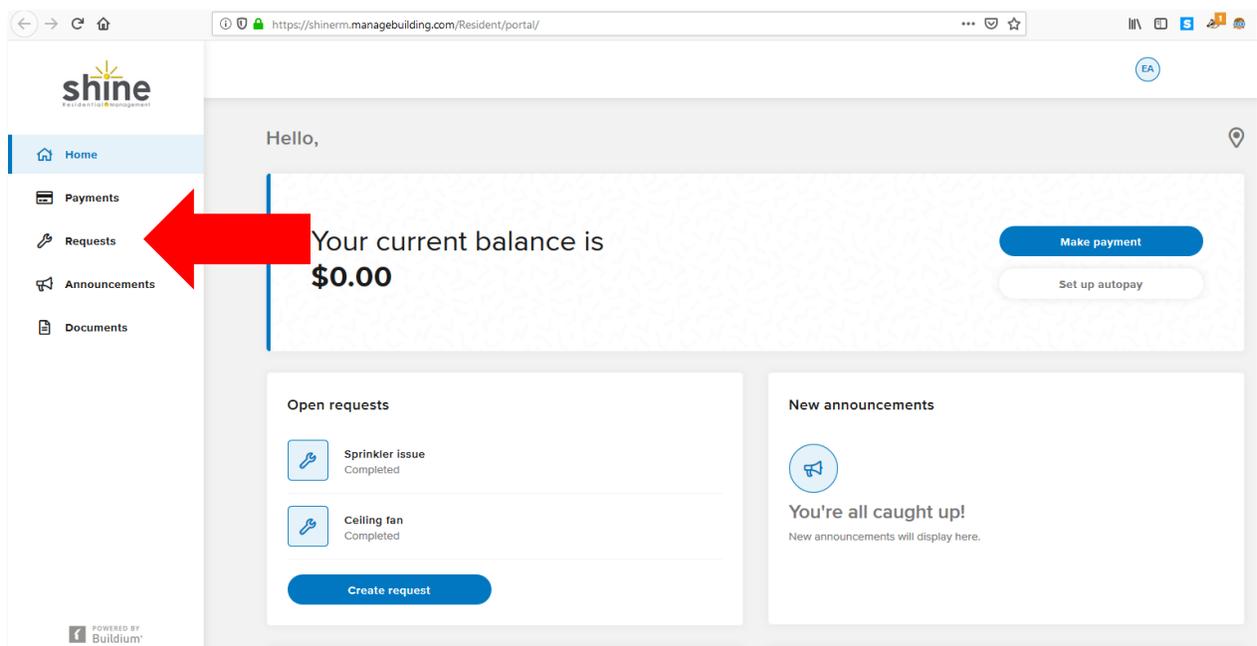
STEP 1: Go to www.ShineRM.com

STEP 2: Click on **TENANT LOGIN** at the top right corner of the front page. A new window will open with a login form.

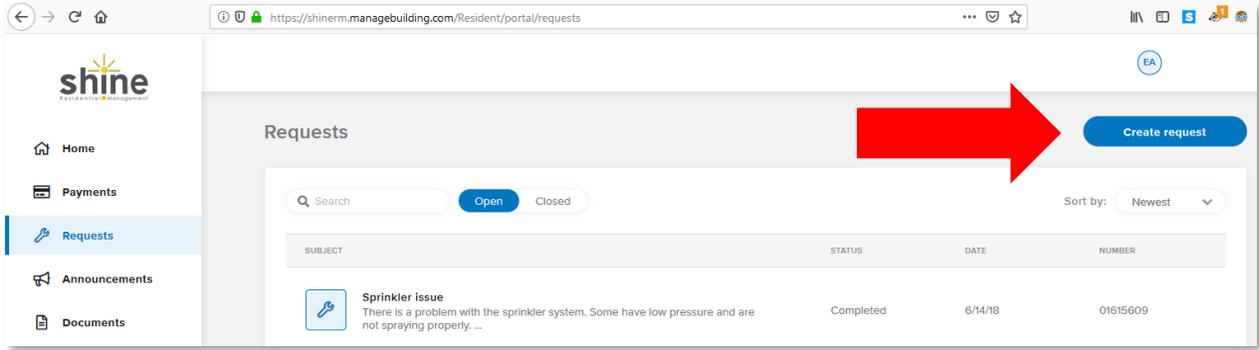


STEP 3: Enter the username and password you received by email when you moved into your home. If you have not received your login information or if you have misplaced it, please call 254-690-7484 or email info@shinerm.com to request your login information to be resent.

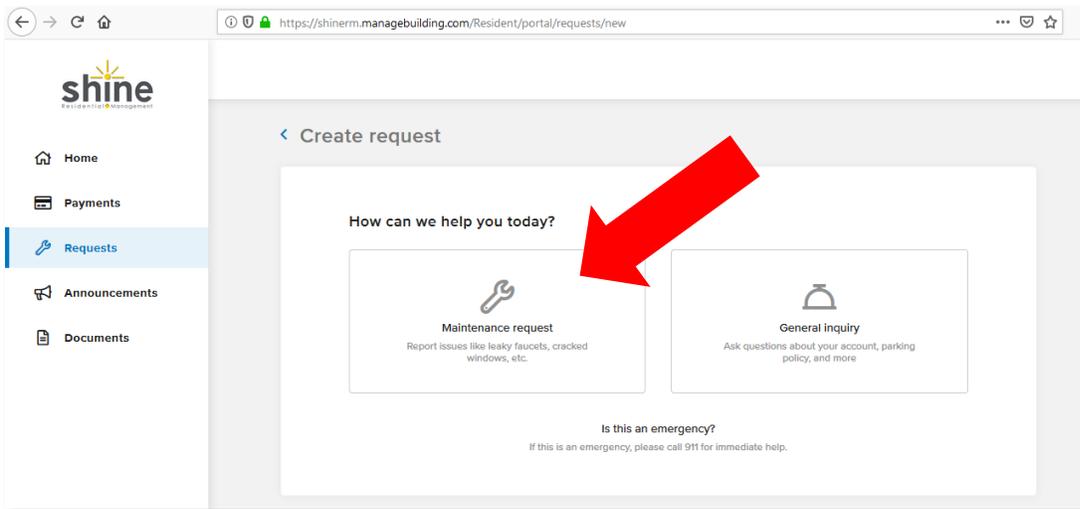
STEP 4: Click the link on left hand side of the page called "Requests"



STEP 5: Click the “Create request” button



STEP 6: Click the “Maintenance request” button



STEP 7: Fill out the Request Form. Select the category that best fits your request. Enter a short subject that describes the issue you are having. For example, “A/C not cooling.” Next, enter a description of the problem you are experiencing. Please explain the problem as thoroughly as possible. This will save us time when selecting and dispatching a vendor. If you have multiple items in need of repair, please submit a new request for each item. Pictures are always helpful to us, so if you have a picture of the issue you can click on “Add attachments” and it will allow you upload the picture.

shiner m. managebuilding.com/Resident/portal/requests/new/maintenance-request

shiner
Resident Management

Home
Payments
Requests
Announcements
Documents

Create request

Request details

Type
Maintenance request [Change](#)

Category
General

Subject

Description

STEP 8: Select “Yes” to give us permission to enter the home as soon as possible to complete the repair.

STEP 9: Click the “Submit request” button and you’re done!

shiner m. managebuilding.com/Resident/portal/requests/new/maintenance-request

shiner
Resident Management

Home
Payments
Requests
Announcements
Documents

Category
General

Subject

Description

Attachments (Optional)
Drag & drop files here or [browse](#)

Scheduling

Do we have permission to enter the property if you aren't home?

Yes No Not applicable

[Submit request](#) [Cancel](#)

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Alternative method (please do not use this method unless you are having technical difficulties with the Tenant site). **Submitting a request in this method will result in a slower response time:**

Email the request to Info@ShineRM.com: Include your name, phone number, address and detailed information about the item needing repair.

We will get back in touch with you as soon as possible and we will have the service personnel contact you to schedule an appointment to fix the problem. When the repair has been made, please call us to let us know.

In most cases, you will be contacted within 72 hours from the time that we receive your request to discuss the course of action to repair the item.

Please DO NOT contact Shine Team Realtors (254-690-4321) with any repair requests. It is a separate entity with different employees and there is no way we can guarantee that we will receive your message.

NOTE: All maintenance of the property is your responsibility. Cost of repairs due to lack of maintenance will be made at the Tenant's expense.