

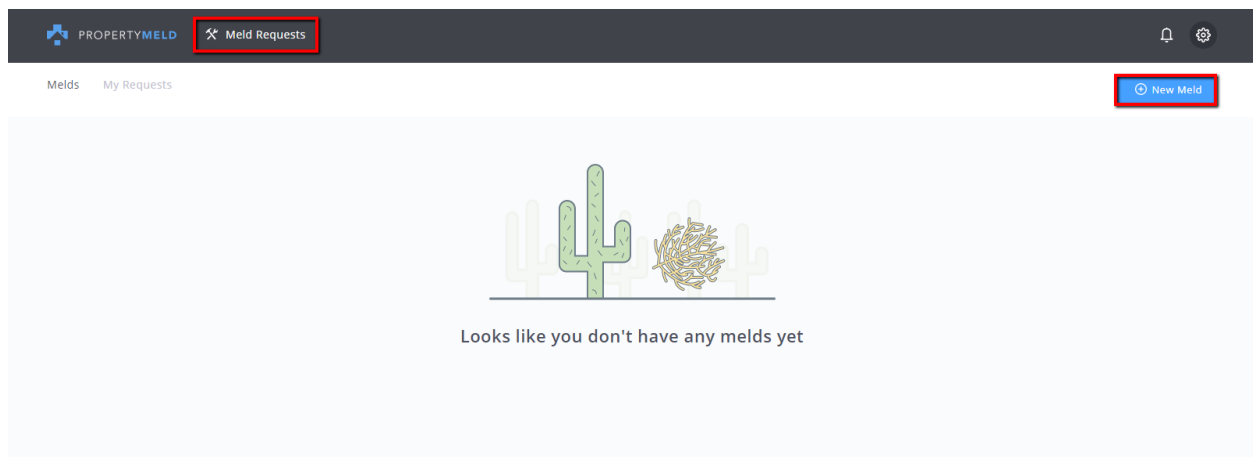
How to Submit a Meld

As a Resident in Property Meld, you can create a Meld request. A Meld request is a maintenance request that is sent directly to your property manager for handling. Property Meld is the software company that supports this interaction; however, there are instances where Residents mistake Property Meld for the property management company. The **Support** button at the bottom left of the Property Meld application is meant specifically for software-related questions. *The **Support** button does not provide communication to your property manager.*

NOTE: The Meld request you enter cannot be altered (e.g. description) after your Property Manager assigns the Meld request to maintenance for completion.

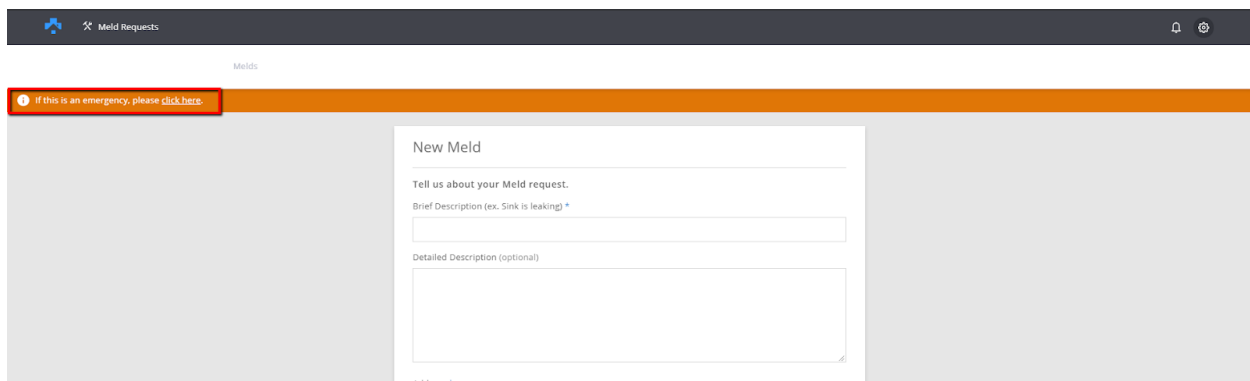
Armed with this knowledge, the following steps demonstrate the simplicity of creating a maintenance request (a Meld).

Step 1: Click **Meld Requests** and click **New Meld**.



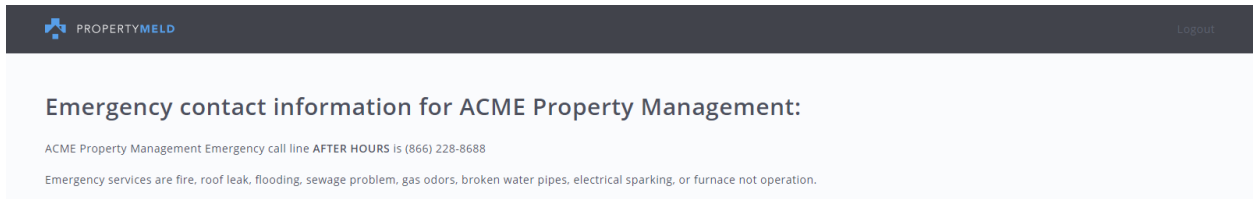
Step 2a: If your Property Manager has provided Emergency handling instructions, those instructions are displayed at the top of the New Meld.

If necessary, click the highlighted section: **If this is an emergency, please click**



Step 2b: Emergency contact information will be displayed.

The Emergency contact information is provided by your property manager.



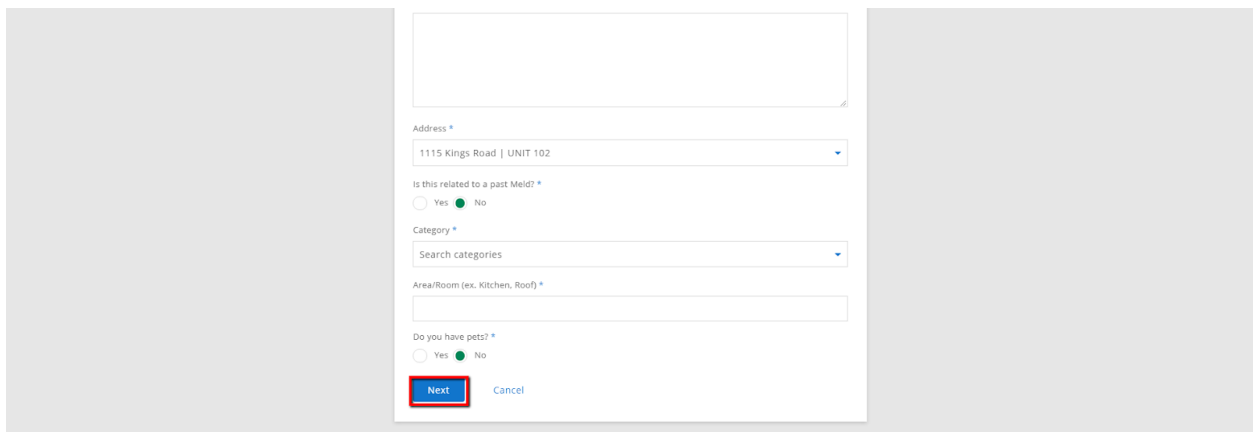
The screenshot shows a dark header with the PROPERTYMELD logo on the left and a 'Logout' link on the right. Below the header, the text reads: 'Emergency contact information for ACME Property Management:'. Underneath, it states: 'ACME Property Management Emergency call line AFTER HOURS is (866) 228-8688'. At the bottom, it lists emergency services: 'Emergency services are fire, roof leak, flooding, sewage problem, gas odors, broken water pipes, electrical sparking, or furnace not operation.'

Step 3: Enter your maintenance request information with the following guidance.

NOTE: Asterisks * mean that the field is *required*.

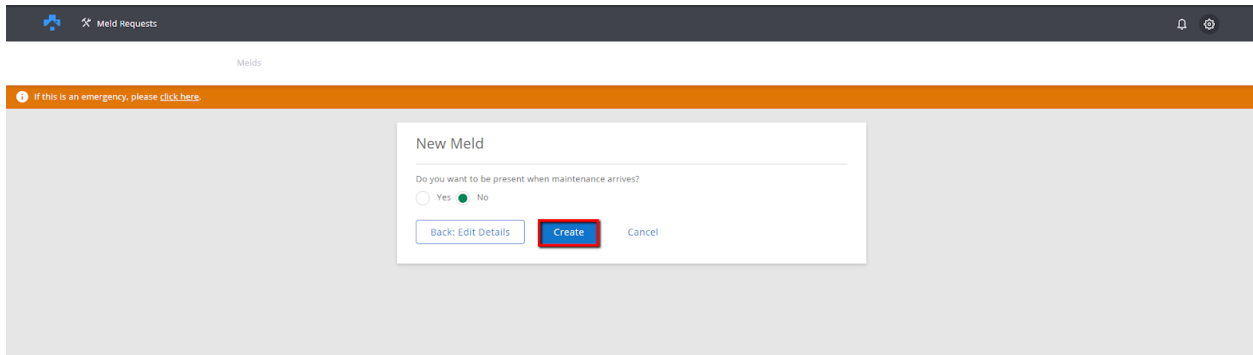
- **Brief description *** (Required) - This is the title of the Meld displayed to the Property Manager.
- **Detailed Description** (optional) - Additional details visible to the Property Manager or Maintenance Technician (if applicable).
- **Address *** (Required) - Displays your Unit address. Your Unit will automatically populate this field.
- **Related to a past meld? *** (Required - Yes/No) - If this maintenance request is related to a past Meld, click 'Yes' and those Meld titles will be available in the dropdown list to select.
- **Category *** (Required) - The category that this issue falls under (e.g. Appliances, Electrical, Heating/AC, etc.).
- **Area/ Room (ex. Kitchen, Roof) *** (Required) - The area of your residence where maintenance will be taking place.
- **Do you have Pets?** (Required) - Check **Yes** if you have any.
 - If **Yes** - You are required to let your Property Manager know what kind of pets you have.

Click **Next**.



The screenshot shows a form with several fields and options. At the top is a large empty text area. Below it is the 'Address *' field, which is populated with '1115 Kings Road | UNIT 102'. The 'Is this related to a past Meld? *' field has two radio buttons: 'Yes' (unselected) and 'No' (selected). The 'Category *' field is a dropdown menu with 'Search categories' selected. The 'Area/Room (ex. Kitchen, Roof) *' field is empty. The 'Do you have pets? *' field has two radio buttons: 'Yes' (unselected) and 'No' (selected). At the bottom are two buttons: 'Next' (highlighted with a red box) and 'Cancel'.

Step 4a: If you do not need to be present during the maintenance, click **CREATE**.

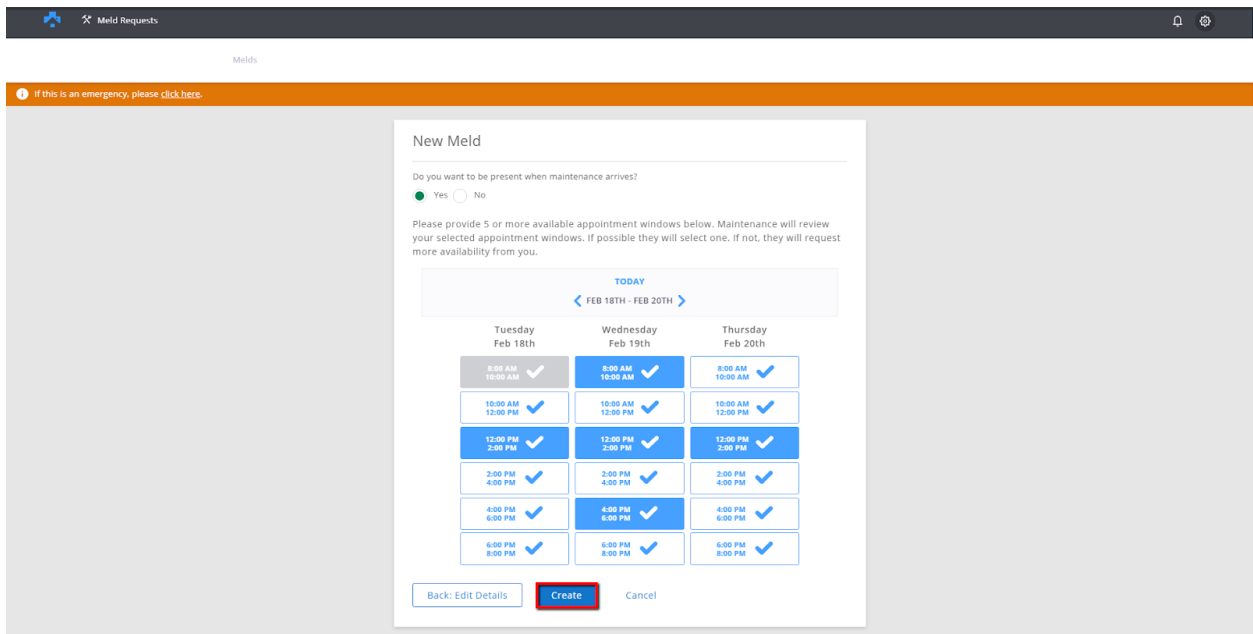


The screenshot shows the 'New Meld' form in a web application. At the top, there is a navigation bar with 'Meld Requests' and a 'Melds' sub-header. Below this is an orange banner with a warning icon and the text 'If this is an emergency, please click here.' The main form area contains the following elements:

- New Meld** title
- Question: 'Do you want to be present when maintenance arrives?'
- Radio buttons: 'Yes' (unselected) and 'No' (selected)
- Buttons: 'Back: Edit Details', 'Create' (highlighted with a red box), and 'Cancel'

Step 4b: If you need to be present during the maintenance, click **YES**. You will then need to select a minimum of 5 appointment windows where you are available.

NOTE: You can click the arrows surrounding the date beneath '**TODAY**' to select appointment windows on different dates.



The screenshot shows the 'New Meld' form with the 'Do you want to be present when maintenance arrives?' question selected as 'Yes'. Below this, there is a text instruction: 'Please provide 5 or more available appointment windows below. Maintenance will review your selected appointment windows. If possible they will select one. If not, they will request more availability from you.' The appointment selection interface includes:

- A date selector for 'TODAY' (FEB 18TH - FEB 20TH) with left and right navigation arrows.
- A grid of appointment windows for Tuesday (Feb 18th), Wednesday (Feb 19th), and Thursday (Feb 20th).
- Each window is represented by a box with a time range and a checkmark icon. For example, on Tuesday, the 8:00 AM - 10:00 AM slot is selected.
- Buttons: 'Back: Edit Details', 'Create' (highlighted with a red box), and 'Cancel'

Click **CREATE**.

IMPORTANT: This is NOT a guaranteed appointment time. You are simply providing your availability to the Vendor/Maintenance technician. If none of the appointment windows that you've provided will work for them, they can reply with additional time windows for you to choose from until an agreement has been reached.

Step 5: Now that your Meld has been submitted, you can click:

- **Upload Pictures** will take you to the Info tab within the Meld where you can upload pictures towards the bottom of the screen.
- **Chat** will take you to the Chat tab where you can send messages to your Property Manager or the Vendor/Maintenance Technician assigned to your Meld.
- **Update your notifications** will take you to your Account Settings where you can manage your text/email notification preferences
- **Edit** will take you back to the Meld form if you need to make changes. This cannot be done once the Meld has been assigned to a Vendor/Maintenance Technician by your Property Manager.
- **request cancellation** will allow you to submit a request to cancel your Meld. You will need to provide a reason why if this is selected.

The screenshot shows a web interface for PROPERTYMELD. The top navigation bar includes the logo and 'Meld Requests'. The main content area is titled 'Melds' and displays a 'Successful Meld Request' confirmation. The message states: 'Your Meld request has been submitted and is now awaiting approval! What's Next? Maintenance will be assigned and they will work with your schedule to complete the Meld.' Below this, a list of actions is provided: 'Upload pictures', 'Chat with your Property Manager', 'Update your notifications to get instant alerts', 'Edit this Meld request', and 'I don't want this Meld, request cancellation'. On the right side, a box titled 'Your requested appointment times' lists five time slots: Thu, Oct 17 (12:00 PM - 2:00 PM), Thu, Oct 17 (4:00 PM - 6:00 PM), Sat, Oct 19 (4:00 PM - 6:00 PM), Sat, Oct 19 (12:00 PM - 2:00 PM), and Fri, Oct 18 (8:00 AM - 10:00 AM).